

File # 150320
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Budget & Finance Committee

April 22, 2015 Hearing – State of the City’s Public Safety Services

Overview of DEM’s Divisions



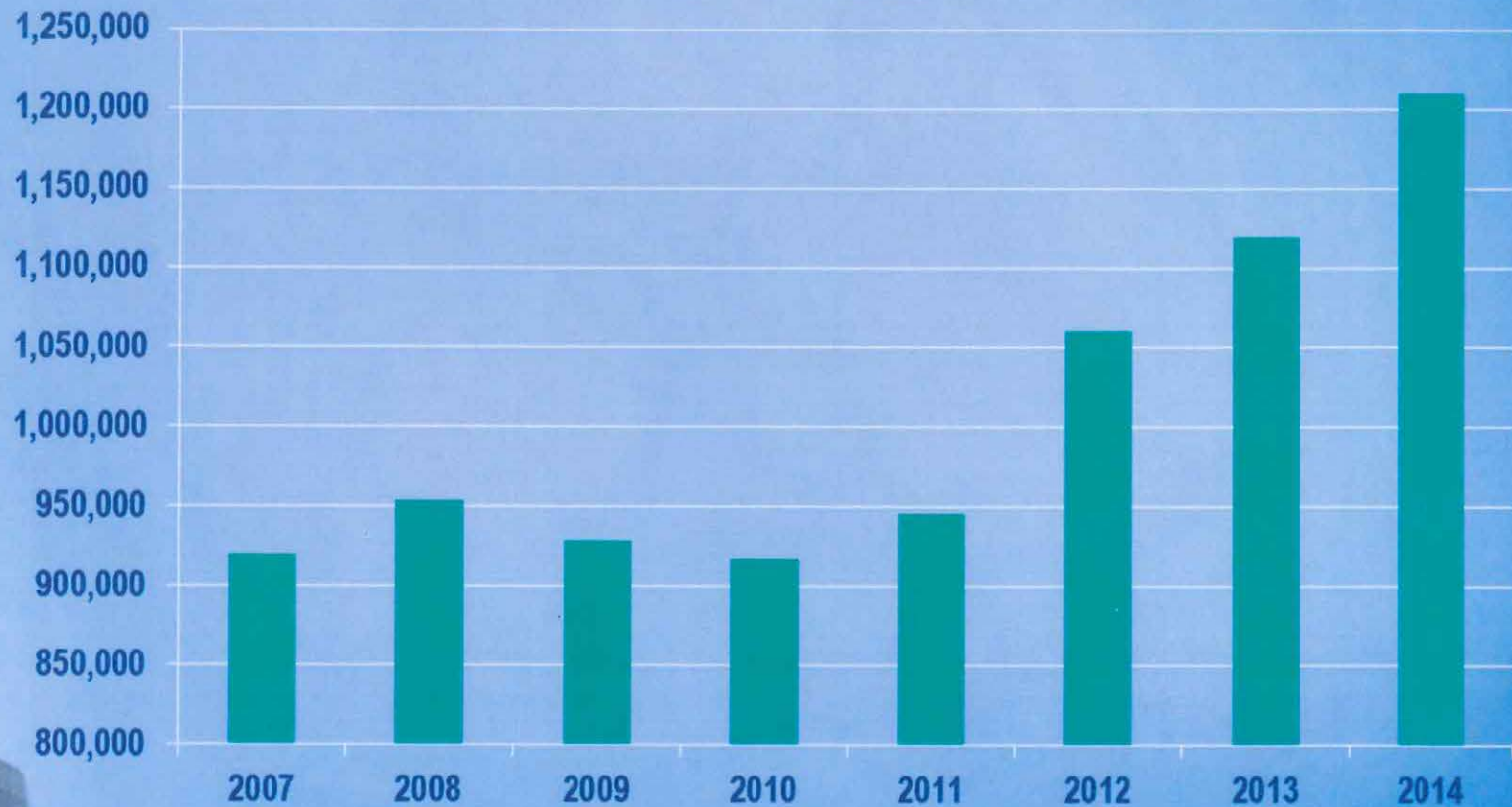
Department of Emergency Management



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Total Call Volume by Year



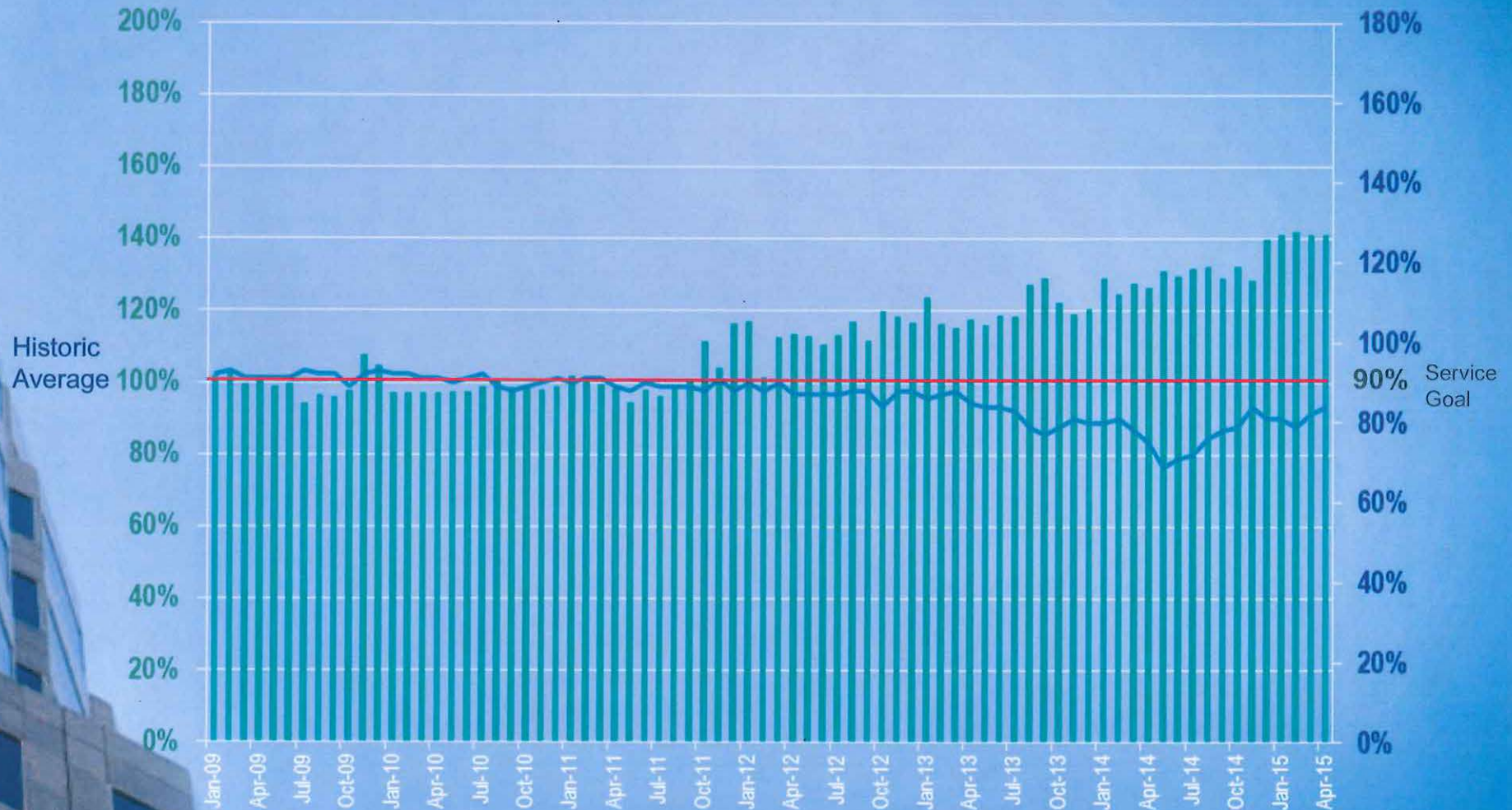
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CALL VOLUME COMPARED TO 2007-2010 AVERAGE

Each month compared to the average for that specific month

9-1-1 CALLS ANSWERED WITHIN 10 SECONDS (90% GOAL)



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POSSIBLE CAUSES OF INCREASE IN CALL VOLUME

1. Change in phone use – landline to flip-phone to touch-screen – leading to more accidental dials
2. More repeat calls on lower priority incidents
3. Possibly call migration back from 311
4. Growing and changing city

DEPARTMENT’S RESPONSE

1. Focus on wellness initiatives and leave management
2. Attention on productivity – 16% higher productivity per hour over 4 years ago
3. Resources – 14 recruits at different stages of training, long-term hiring plan, and greater overtime usage in the meantime

OTHER SIGNIFICANT AREAS OF FOCUS

1. Working with the Fire Department on some technology changes and resulting procedures to improve fire and medical dispatch
2. Preparing for technology upgrades that will allow Text-to-911, and receiving pictures and videos to aid Police Department operations
3. Enhancing training for low-frequency/high-impact events

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