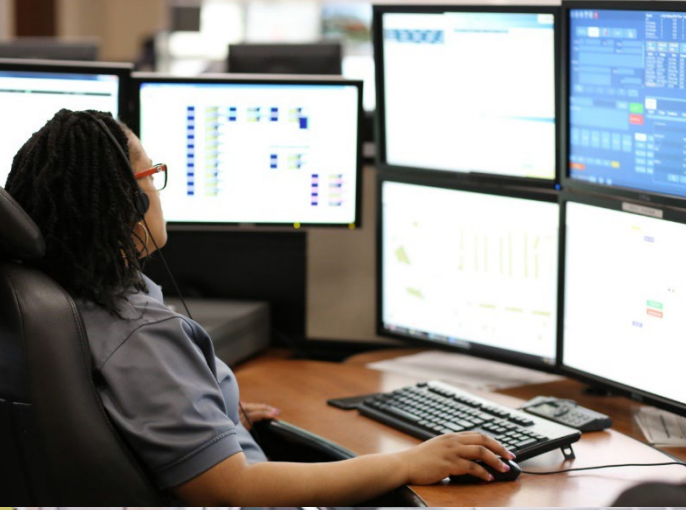




DEPARTMENT OF
**EMERGENCY
COMMUNICATIONS,
PREPAREDNESS
AND RESPONSE**



What we do

Emergency Communications Center

- ❖ Answer all 911 calls and some other non-emergency calls
- ❖ Dispatch for the Richmond Fire & Emergency Services, Richmond Police Department and Animal Care & Control
- ❖ After-Hours contact for Public Works and Public Utility
- ❖ Administrators/Operators of the Virginia Criminal Information System

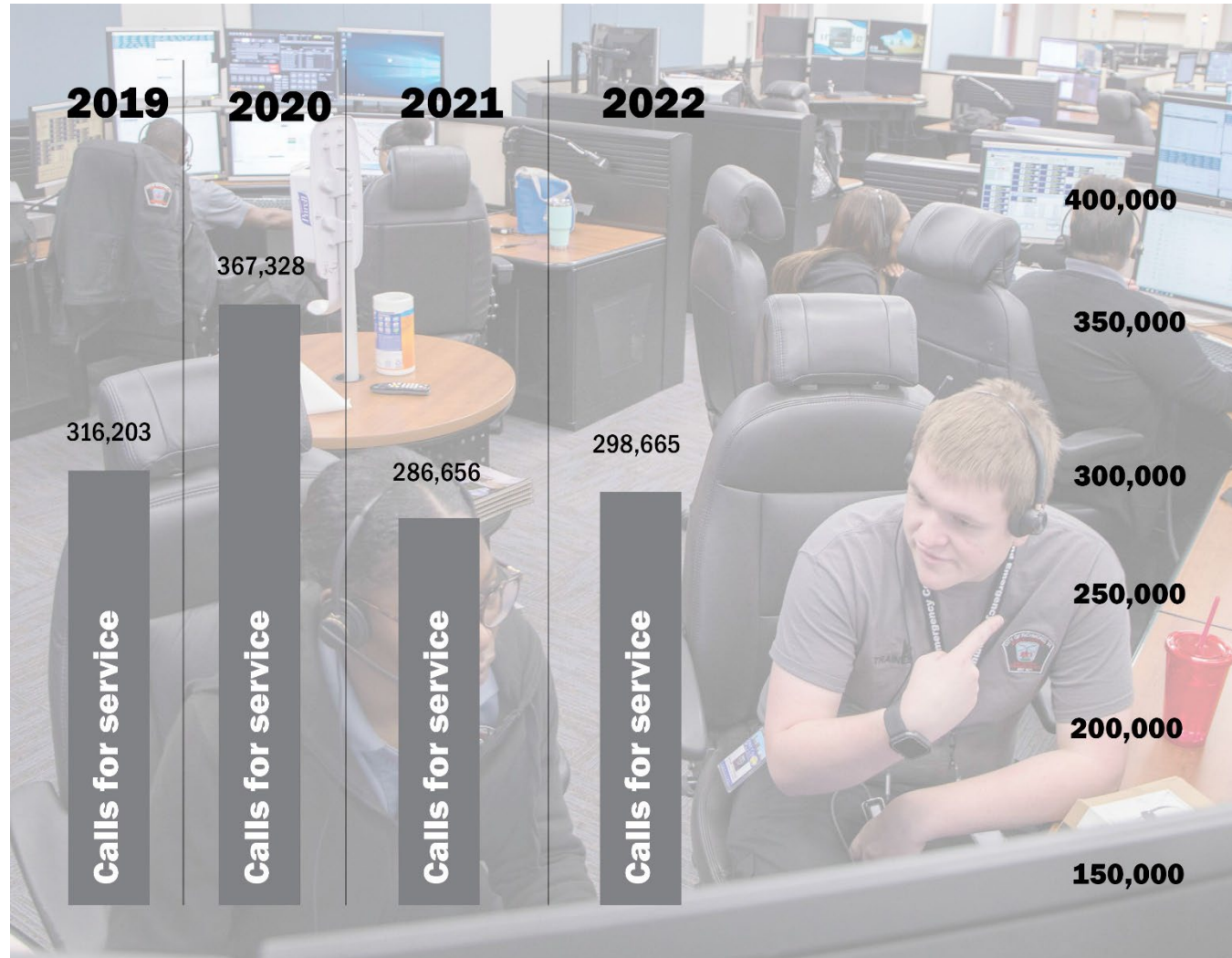


Who we are



- ❖ Second-busiest 911 emergency call center in the Commonwealth and one of the busiest per capita in the United States.
- ❖ We are accredited by CALEA (Commission on Accreditation of Law Enforcement Agencies.) Only 2 percent of all emergency communications centers in the U.S. are accredited by CALEA.

Calls for service dispatched



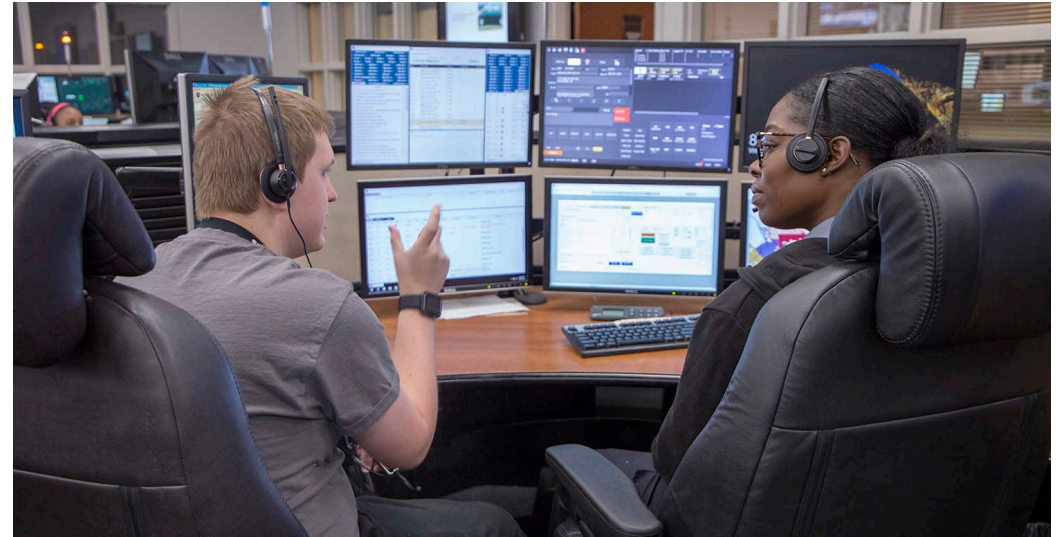
2020 staffing/operational challenges

- ❖ 911 centers nationwide face recruitment challenges due to pandemic/civil unrest.
- ❖ 911 staff were required to work in-person throughout the COVID-19 pandemic.
- ❖ Because of COVID-19, hiring events were stopped, and training was delayed and changed.
- ❖ 911 staff faced some of the same criticisms and stressors during the civil unrest as police officers and other public safety partners.
- ❖ These resulted in increased staff resignations here, as well as elsewhere.



Additional challenges through 2022

- ❖ The public safety job market has yet to recover from the pandemic.
- ❖ Competition in pay and availability of jobs working Monday thru Friday with regular hours. Currently, there are two positions for each job seeker, and the unemployment rate is 3.5 percent.



911 staffing levels

Current
Authorized 85
Filled 56.5
Vacant 28.5

Steps to enhance recruitment/retention



- ❖ Salaries for emergency communications officers were increased by 15 percent effective Dec. 3 pay period
- ❖ Telework opportunities allow some 911 staff to take calls remotely from home
- ❖ Additional participation at in-person and virtual job fairs
- ❖ Basic Dispatch Academy is on an accelerated schedule, with four planned per calendar year

Basic Dispatch Academy (BDA)

2023 training schedule

41st BDA

- 11 trainees started Jan. 3, 2023.
- Out of 375 total applicants, 101 completed CritiCall test and 42 made it to the background process.

42nd BDA

- Job opening closes Jan. 15
- 325 total applicants
- 12 are currently in background process from previous applicant pool
- Starts April 10, 2023

Additional BDAs

- Start July 17, 2023
- Start Oct. 23, 2023
- Start Jan. 29, 2024

DEC is using technology to enhance service



- ❖ Recent integration of online tow module
- ❖ Alarm company interface program (ASAP to PSAP)
- ❖ RapidSOS location identification
- ❖ Text-to-911 capabilities
- ❖ Telework options



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QUESTIONS?