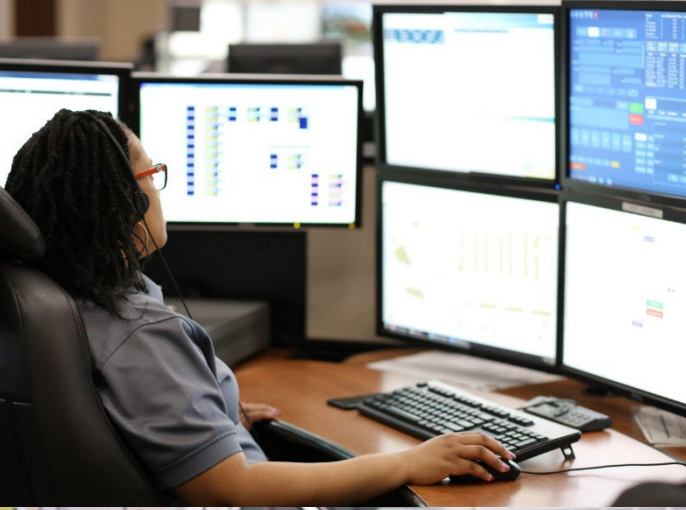




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# What we do

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

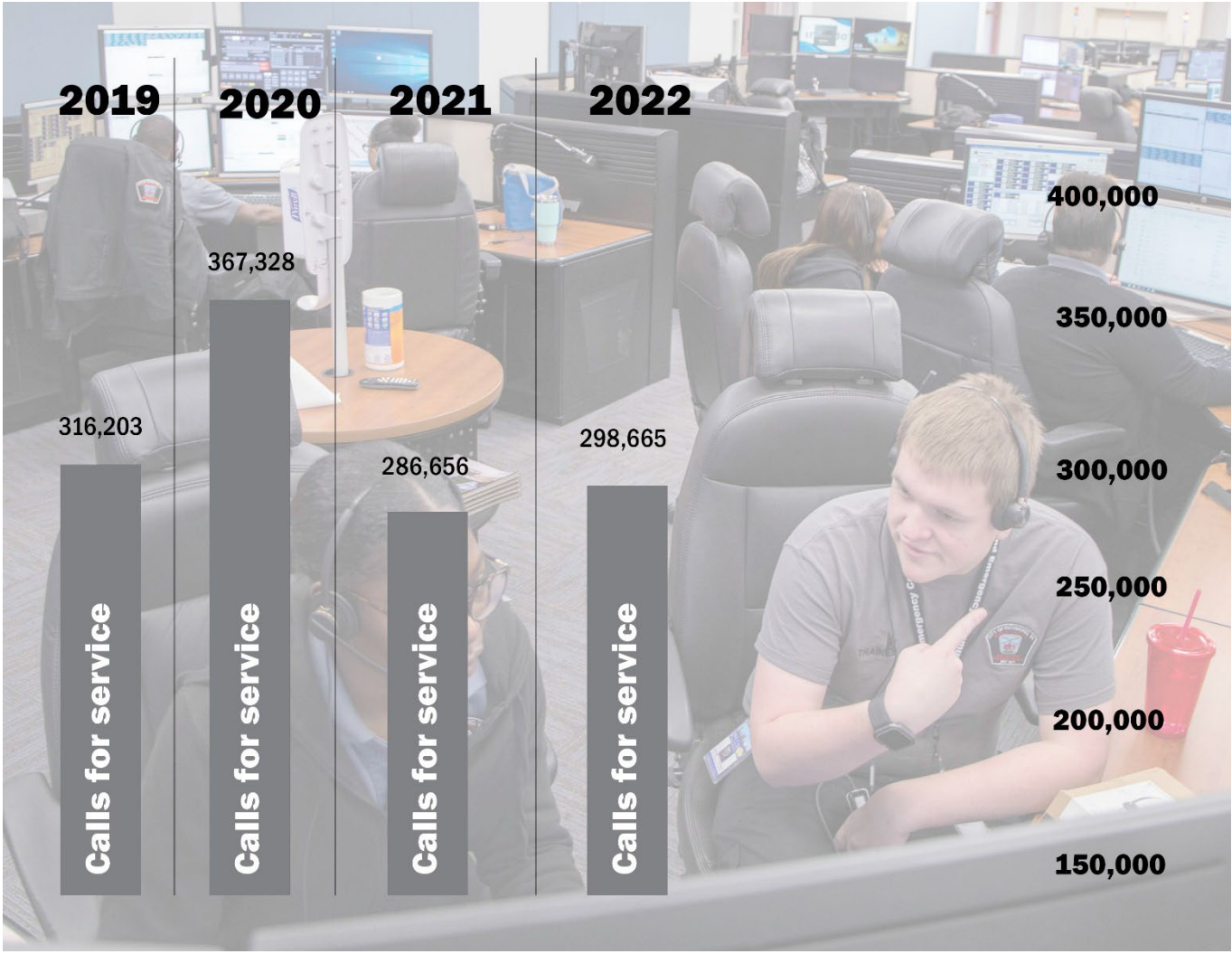


# Who we are



- ❖ 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



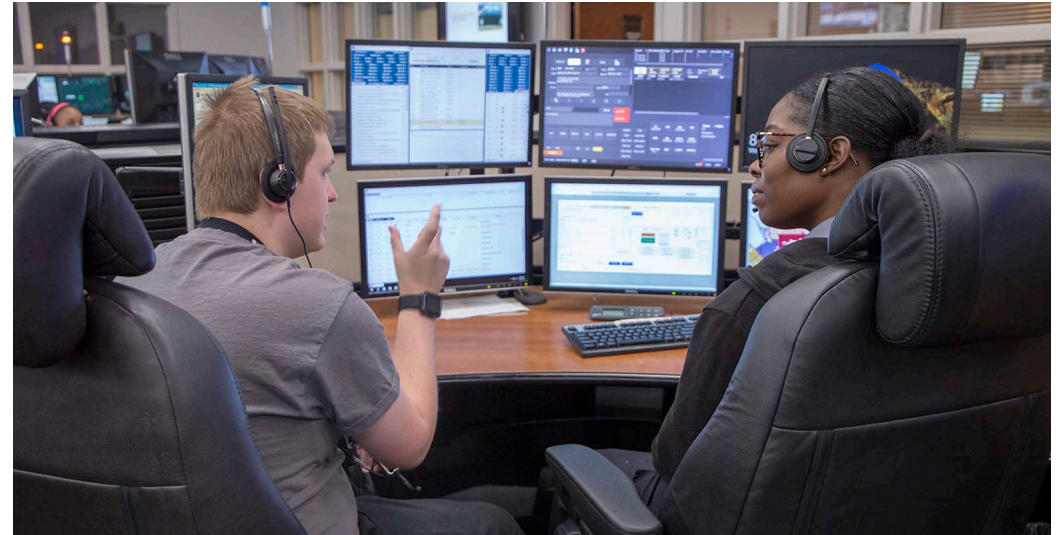
# 2020 staffing/operational challenges

- ❖ 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

## 41<sup>st</sup> BDA

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

## 42<sup>nd</sup> 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?