Office of Emergency Communications and New Computer Aided Dispatch

Public Safety and Health Committee

January 28, 2021

Current Dispatch Process

- Call made to 911 system

- Call comes into Police

- If a call for Fire or EMS, transferred to Fire dispatcher

- Fire and Police have separate dispatch and technical support

- Fire is completely civilianized

- Police is supervised by sworn staff with civilian dispatchers

- Vehicles have GPS but CAD system has no GIS component

- All systems are outdated and are in the process of being replaced

911 System Replacement

- New 9-1-1 system will be operational in March 2021

- Ability to transmit, receive, process, transfer, dispatch, use, and store multimedia data such as voice recordings, pictures, videos, text messages, and incident information

- Same functions as the current analog system, such as reliability, while providing for greater accessibility, interoperability, and a more efficient use of 9-1-1 resources.

- Able to transfer of 9-1-1 calls between geographically dispersed Public Safety Answering Points (PSAPs), increase sharing of data and resources to improve emergency response, and improve coordination and partnerships within the 9-1-1 community.

Computer Aided Dispatch

- New system operational November 2021
- Includes GIS component
- Improved response time
- Improved reporting

Executive Steering Committee (ESC)

▶ Responsibilities include:

  ▶ Improve MPD/MFD response times

  ▶ Combine and streamline MPD/MFD 9-1-1/Call Processing and Dispatch operations

  ▶ Establish new MPD/MFD unified workflows, business processes, procedures and training protocols

  ▶ Measure 9-1-1/Emergency Call Center operations performance based on public safety industry performance metrics (e.g., APCO, NENA, NFPA)

  ▶ Provide a common operating picture for MPD/MFD to ensure real-time situational awareness and information sharing

Essential Components

- Governance and management structure
- Create a new Emergency Communications Center (ECC) organization
- Establish a new unified governance structure comprised of the ECC, MPD, MFD and ITMD
- Develop ECC strategic goals and objectives standards
- Leverage and implement public safety industry standards, guidelines and best practices to be used for the new Emergency Communications Center
- Establish actionable performance metrics to measure the quality of Emergency Communications Center operations
- Develop a Technology Master Plan
- Implement new 9-1-1, CAD/Mobile and mapping systems
- Configure new systems to meet the desired operational objectives
- Train personnel to proficiency to fully leverage new technology systems