



Fire and Police Commission

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Memorandum

To: Honorable Members of the Public Safety and Health Committee

From: Leon W. Todd, FPC Executive Director

Date: October 1, 2024

RE: DEC Transition Update

This memo provides an update on the city's progress with standing up of the new Department of Emergency Communications (DEC). DEC staff have already assumed control of the administrative, personnel, and payroll/financial functions of the city's two existing emergency call centers (ECCs), which currently remain under the operational control of the Police and Fire Departments. The next step in the consolidation process will be for the DEC to assume control and management of the ECCs' operational functions, including reporting and supervisory structures, scheduling, operating policies, performance evaluation, etc. The target date for the transition to DEC operational control is November 10, 2024.

Under the direction of Emergency Communications Director Tony Bueno, the DEC has recently hired most of the members of its leadership team: in July, six (6) Emergency Communications Managers and fifteen (15) Supervisors were appointed, and in September, a Deputy Director was appointed. The managers and supervisors are currently undergoing the necessary training in preparation for the November 10 transition.

Following the transition, the DEC will continue to focus on or take up other key areas of the consolidation plan, including universal call-taker (UCT) training, ECC renovations, policy and procedure refinement, strategic planning, and improving employee morale and retention, among others.