

# Public Safety Consolidation Communications Implementation Plan



# Overview

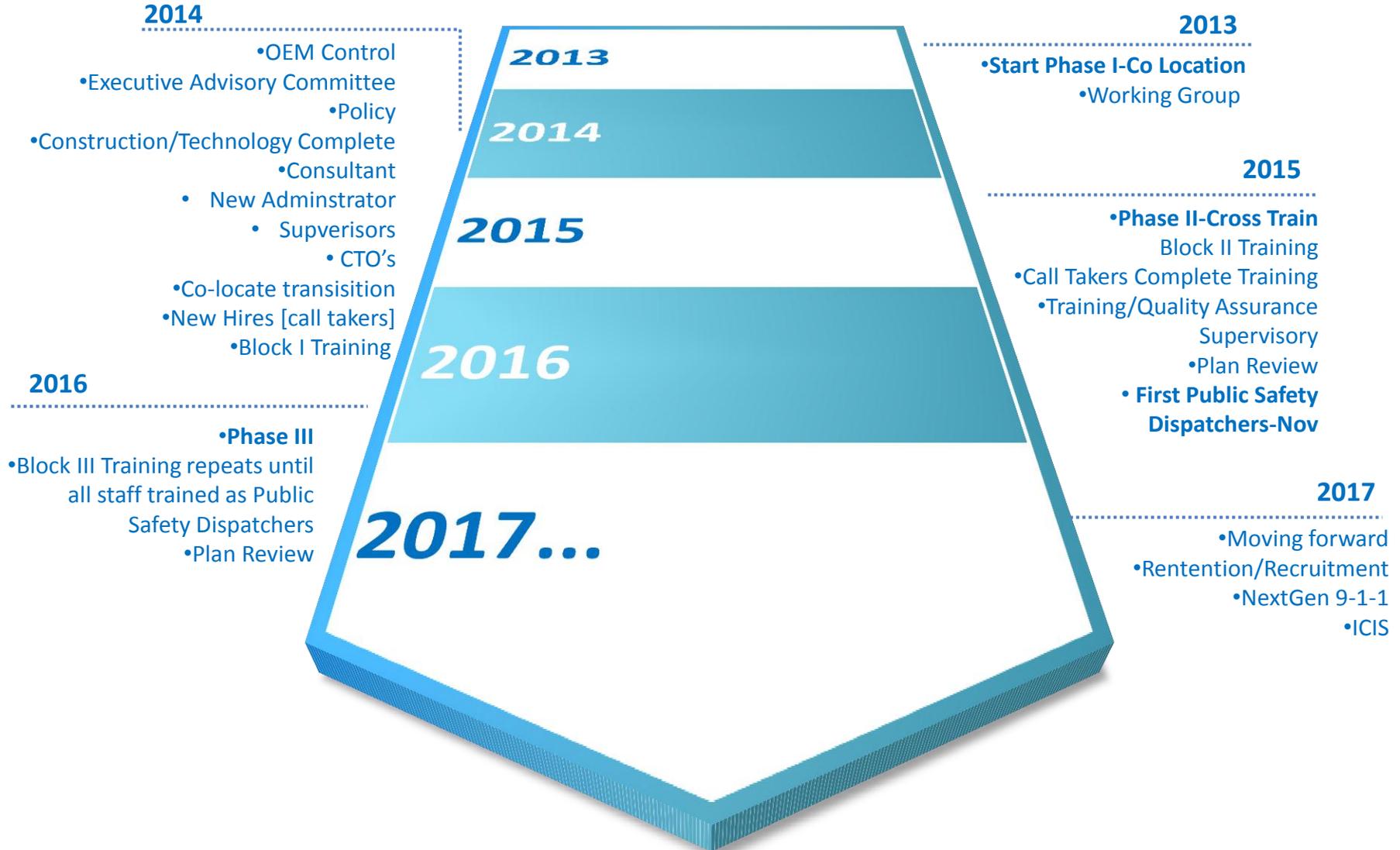
The mission of the Office of Emergency Management is to protect the community of Santa Monica from the loss of life and property in the event of a natural or man-made disaster. This mission has been expanded to include the creation and operation of the Public Safety Communications Center.

The proposed consolidation of the police and fire communications under the Office of Emergency Management will allow for combined call taking of police/fire/medical emergencies by two dispatch positions trained in all three disciplines, colocation of fire and police dispatchers, and eventual cross-training of all dispatch personnel\*.

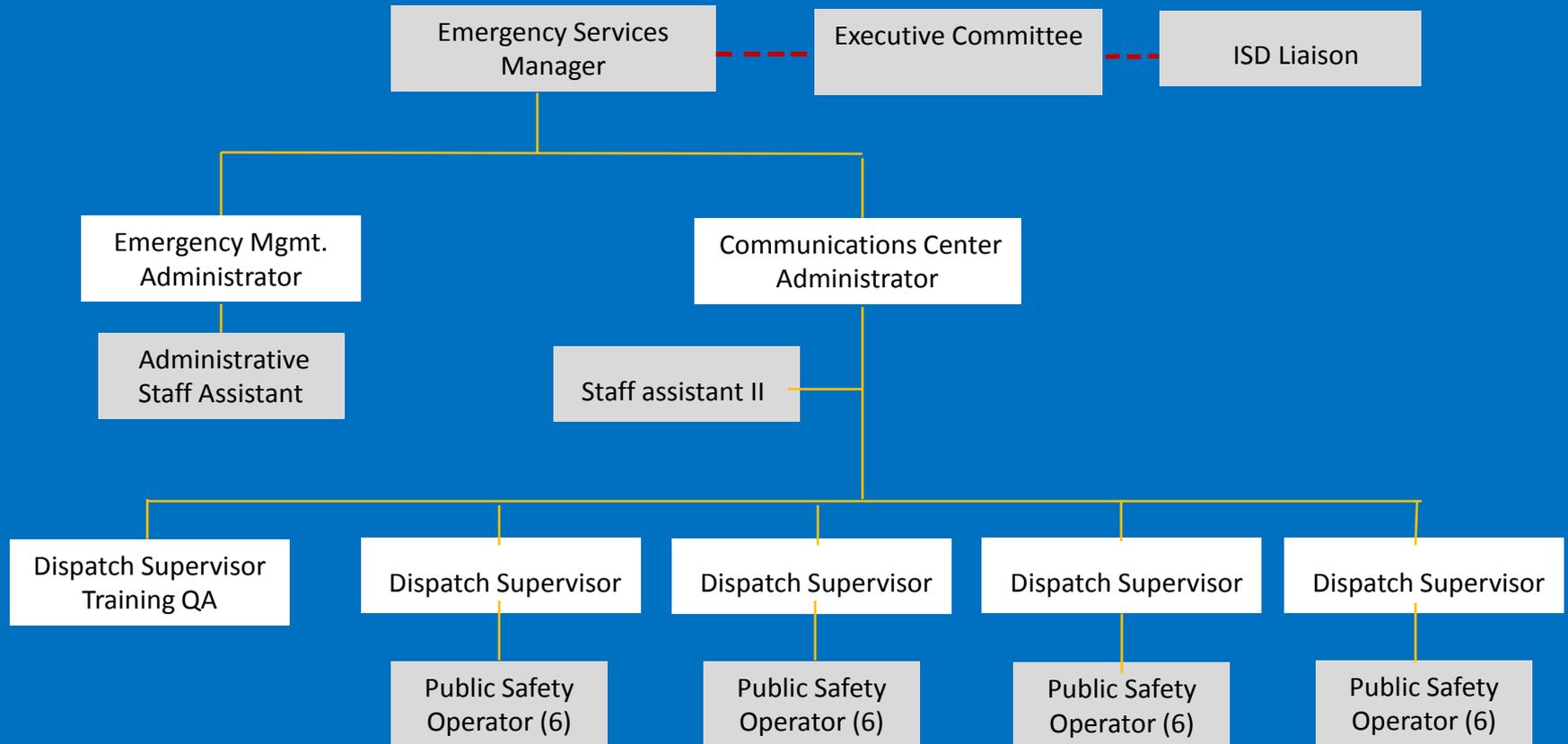
\*Current communications employees will have the option to complete cross training. All new hires will be required to cross train.

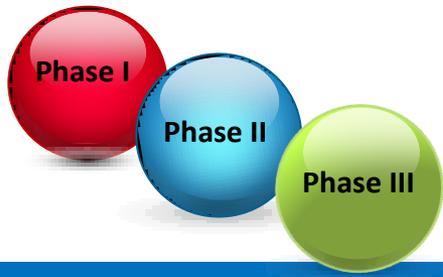
# Implementation Timeline

## 5 Years

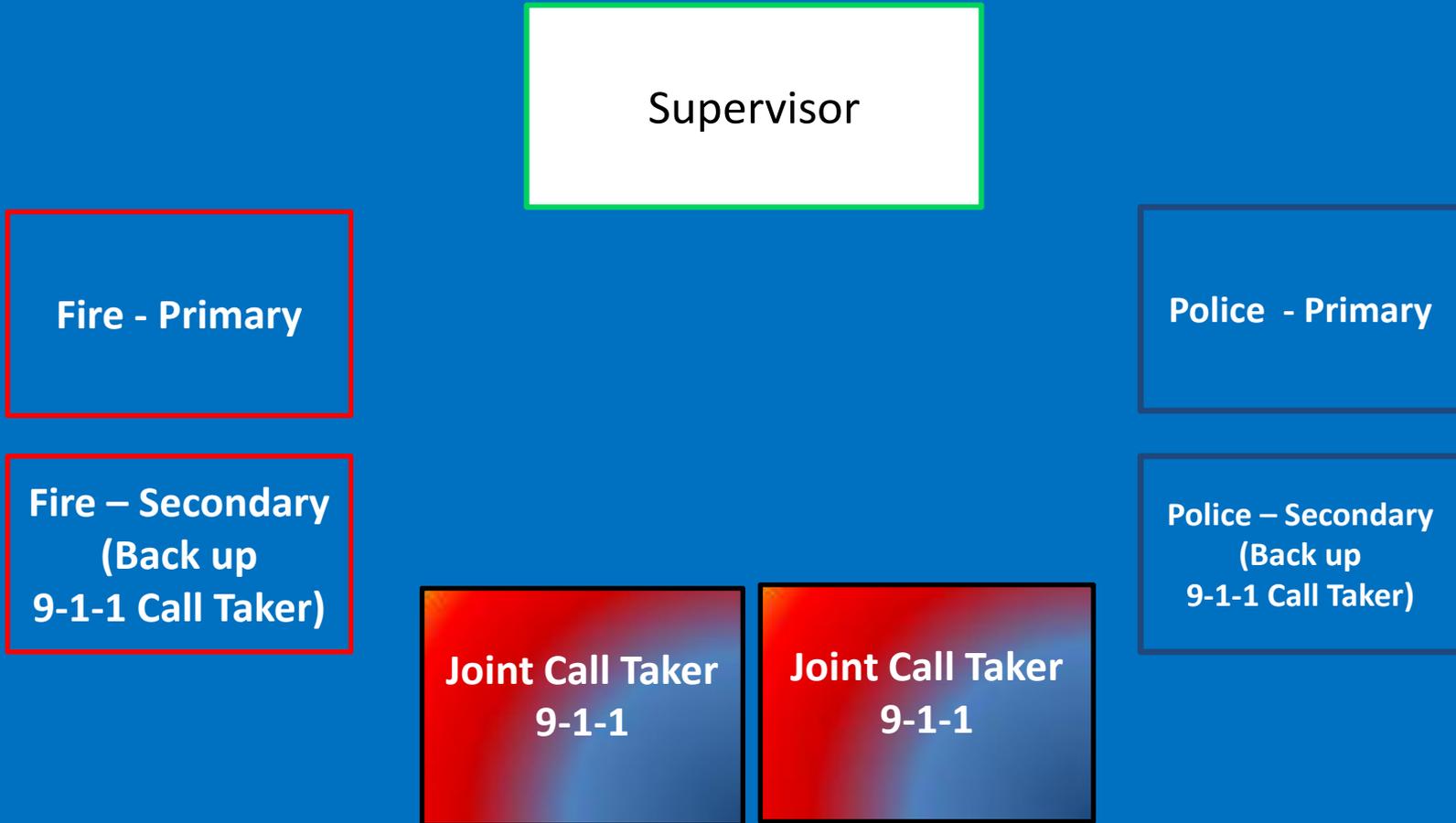


# Organizational Structure





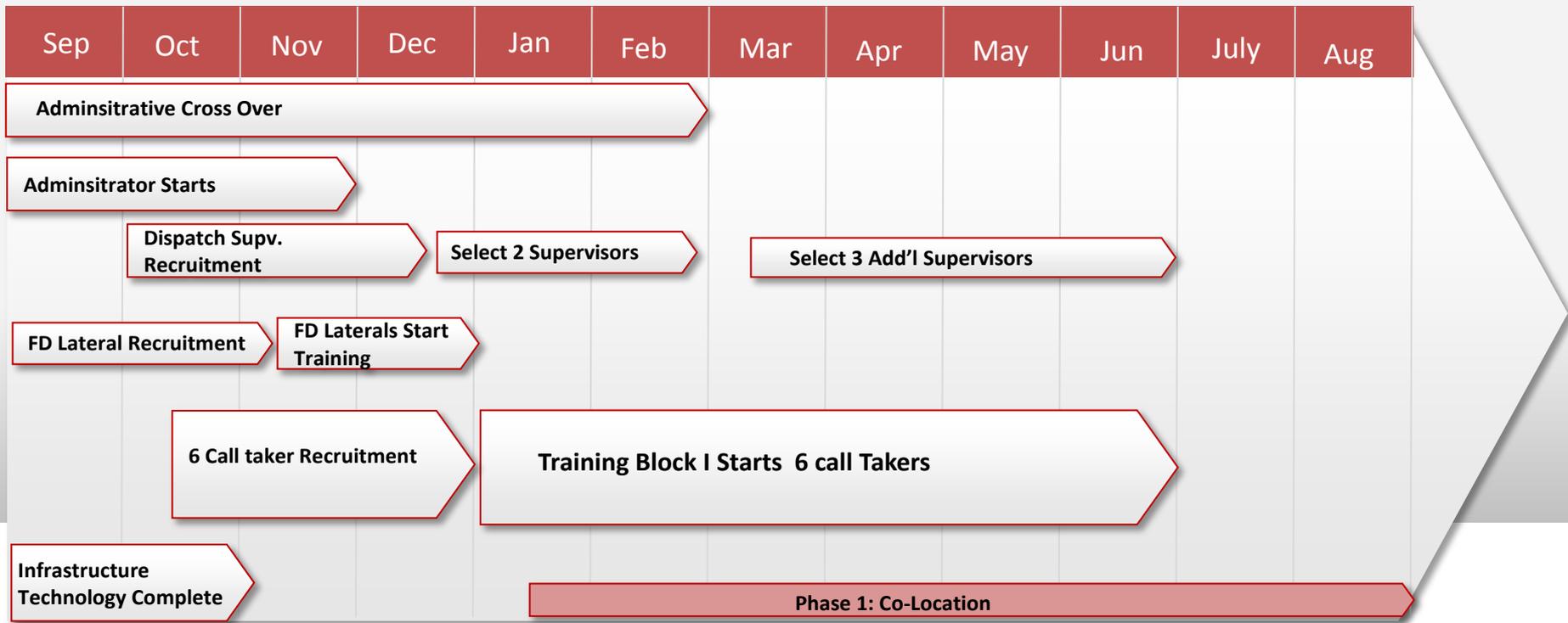
# Public Safety Consolidation Communications Implementation Plan



Daily Staffing

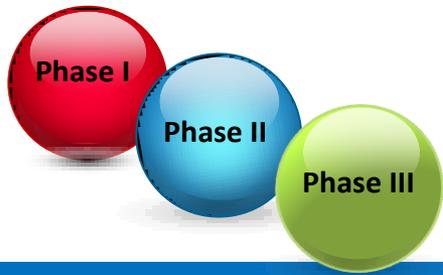
# Phase I Timeline

## 2014-2015



### Phase I

Phase I is already under way. The adminstrator candidate is in the background process. It is anticipated that the adminstrator will start by December 1, 2014. FD Lateral recruitment has started to help bring them up to full staff. Call Taker selection will begin November, 2014. Infrastructure and technology to be completed by November 1, 2014



# Public Safety Consolidation Communications Implementation Plan

## Training Blocks

Phase I	Phase II	Phase III
Block I	Block II	Block III
6 Call Takers	4 Police Cross Train	4 Fire Cross Train
Call Taking Training	All Fire	All Police
Task Book I	Task Book II	Task Book III

Training Blocks II & III Repeat Until All Staff Trained to Level of Public Safety Dispatcher

Call Takers Cross Train as Training Slots Open in Block II & III

Public Safety Dispatcher

# Phase II Timeline

# 2015



## Phase II

6 Caller Takers to complete training by June 30, 2015.  
 4 current Police Dispatchers will be trained in Fire Dispatching. Training is expected to last 4 months-1st Public Safety Dispatchers November 2015.  
 4 FD Dispatchers start training November 2015 with a projected completion date of June 30, 2016.



# Phase III Timeline 2016



## Phase III

4 FD Dispatchers will complete 8 months of cross training by June 30, 2016.

PD 2nd Group will start cross training July 2016 through October 2016.

\*FD 2nd group or Call Takers will start next round of cross training October 2016.

Estimated completion date: May 30, 2017.

\*Flexibility to start FD or Caller Takers in cross training.



## 2017 and Beyond

### Retention and Recruitment

The City currently faces difficulty in recruiting and retaining new communications personnel. The new requirements and demands placed upon public safety dispatchers could add to that difficulty.

The Consolidated Public Safety Communications Center will need to maximize the capabilities of its current communications staff and provide for skills and career development to ensure their retention and to avoid the costs associated with staffing shortages.

### NextGen 9-1-1

Next generation 9-1-1 will allow the public to send texts, video, and audio files in numerous formats to public safety dispatch centers. This will create several technological challenges in the form of firewall protection against malware, ability to view multiple digital media formats, digital media storage and retention requirements, and many more.

Staff will be required to interpret volumes of additional audio and visual data during call taking which could impact their ability to rapidly dispatch call to the first responders. Considerations must be taken to train staff to overcome these technological challenges.

### ICIS

The adoption and implementation of a cross-platform, inter-operable, next generation radio system will require the expenditure of capital to improve and modernize our communications infrastructure. The amount of the capital necessary is yet to be determined.