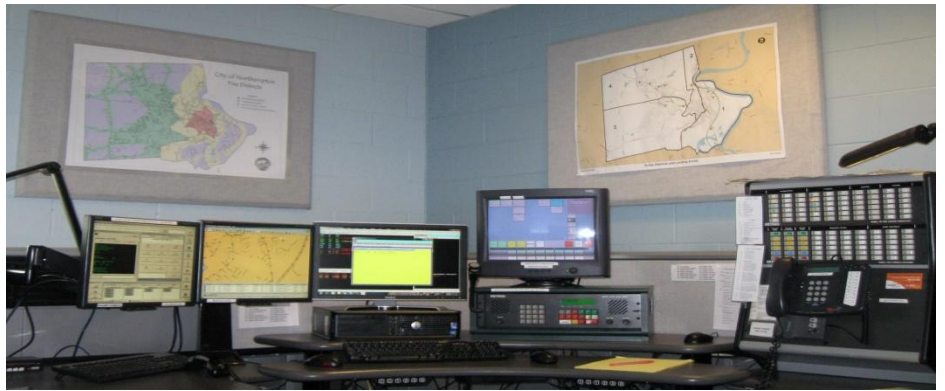


Public Safety Dispatch

The Public Safety Communications Center, through a customer service based platform, provides efficient, courteous and helpful emergency and non-emergency assistance to the general public and first-responder professionals. We are the communication hub for the public and first responders, facilitating requests for service with the appropriate agencies. We provide dispatch support to the Police, Fire, and Emergency Medical Services, and after hours support to the Parking Garage and Department of Public Works in emergency and non-emergency situations. Through our new Connect CTY system we send out community outreach messages to the public and emergency messages when vital information needs to be communicated to multiple households. Public Safety provides a point of contact to maintain first responder safety at all times, while coordinating timely and proper responses to all calls for service. To ensure that the needs of the public are met, we collaborate with all City ancillary services.



Dispatch receives emergency communications and coordinates emergency responses from public safety and public works teams.



In a snow storm last year in the middle of the night, an officer called in a foot pursuit on the bike path, while the DPW called in snow tows and residents reported wires down. There were power outages which forced the activation of multiple burglar and fire alarms throughout the city. Dispatchers were tasked with monitoring the officer's location and safety, calling for tows so the streets could be plowed, called in the electric and cable companies to restore power and retrieve downed lines all the while maintaining their professional and courteous demeanor with the citizens and other agencies.

Meghan Connor, Dispatcher

On a typical Saturday a man called saying "I know that this is a long shot and you probably can't help me but..." His daughter was getting married on Sunday and the marriage license was locked in the Clerk's Office. Calls were placed to keyholders and messages left. Mere hours before saying "I do" the license was safely in their hands. The following week, the proud father came to Dispatch with a fruit basket and camera in hand, and this is how Dispatchers ended up in a wedding album for a wedding that they never attended.

Dispatchers Barszcz, Day, Thibodo, & Superba pictured



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Staffing Proposal for FY2012

Position Title	Full or Part time	Annual Salary	Funding Source(s)	Budgeted FTE	Change from FY2011	Union affiliation
Director	Full Time, 40 hours	54,000	General Fund	1	No Change	NAPEA
Lead Dispatcher	Full Time, 40 hours	34,965	General Fund, State Grant	1	No Change	N/R
Dispatchers (10)	Full Time, 40 hours	29,431 - 37,814	General Fund, State Grant	10	No Change	N/R



Where Our Funding Comes From

The annual budget of the Dispatch Center is supported through the General Fund, Fire Dept. Revolving Fund, and state 911 PSAP grant.



How We Spend Our Money

This chart shows how much of the annual budget of the Dispatch Center is spent on staff (PS), and on Ordinary Maintenance (OM).

Some Accomplishments At A Glance

beyond our day-to-day operations

- In September of 2010 the Dispatchers organized an all-day training conference funded by the Department of Homeland Security. The conference had a variety of Dispatch related topics ranging from cell phone tracing to Homeless Veteran's resources. The conference was free and open to all telecommunicators in Massachusetts and we hosted approximately 175 attendees from 45 agencies.

The Year Ahead

- We would like to use this year to focus on our community outreach and public service projects. We will work with other agencies to identify the needs of the community and work together to meet these needs. This will come in the form of information packets and donations for fire victims and resource information for individuals suffering from a mental health crisis.

PUBLIC SAFETY DISPATCH

	Actual FY 2010	Budget FY 2011	Budget FY 2012	\$ Change FY11-12	%Change FY11-12
<u>Appropriation by Major Object</u>					
Personal Services	399,955	458,253	484,515	26,262	5.7%
Ordinary Maintenance	49,863	69,648	70,516	868	1.2%
Other than Ordinary Maintenance	0	0	0	0	0.0%
Total	449,818	527,901	555,031	27,130	5.1%
<u>Appropriation by Major Activity</u>					
Public Safety Dispatching	449,818	527,901	555,031	27,130	5.1%
Total	449,818	527,901	555,031	27,130	5.1%
<u>Financing Plan</u>					
Fire Department Revolving Fund	0	21,715	21,715	0	0.0%
State Grant	0	50,000	75,000	25,000	50.0%
General Fund	449,818	456,186	458,316	2,130	0.47%
Total	449,818	527,901	555,031	27,130	5.1%

Public Safety Dispatch

6 2 5 4 1 3 9 0 7 8
by the numbers

- 14** Training weeks for newly hired Dispatchers
- 126** Police Officers, Firefighters and Paramedics whose safety we are responsible for
- 33,183** Calls for service processed in 2010
- 12,500** E-911 calls received in 2010
- 2,130** Hours of overtime worked by Dispatchers in 2010
- 5** Traditional 911 lines in the Dispatch Center
- 4** Cell phone 911 lines in the Dispatch Center
- 2** Alternate emergency lines for overflow capacity
- 7** Regular business phone lines
- 18** Total number of phone lines that can potentially ring all at once (and they have!)