Monterey County

168 West Alisal Street,
1st Floor
Salinas, CA 93901
831.755.5066

Board Report

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Receive a presentation and report on Managing for Results (MFR) from the Department of Emergency Communications.

RECOMMENDATION:

It is recommended that the Board of Supervisors receive a presentation and report on Managing for Results (MFR) from the Department of Emergency Communications.

SUMMARY/ DISCUSSION:

The Department of Emergency Communications will make a presentation to the Board of Supervisors describing how the Department of Emergency Communications (ECD) uses performance measures in their organization as a management tool.

ECD receives 9-1-1 and other emergency and non-emergency calls from the public to report a crime, stop a fire or save lives. Once the emergency need is known, the appropriate responding agency is dispatched to the incident location. The public is very sensitive to the amount of time they must wait for an emergency call to be answered by a 9-1-1 Operator, and by the time it takes for emergency responders to reach their location. The efficiency of this process is contingent on many variables, to include the number of incoming calls at that time, the number of on-going incidents, the cooperation of the calling party, and available staffing. Efficiency is measured by the length of time the calling party waits for the emergency call to be answered and by the length of time to notify the responding agency with the type of incident and location information.

The California 9-1-1 Emergency Communications Branch establishes standards for the 9-1-1 network infrastructure and for the public safety answering points (PSAPs). The National Emergency Number Association (NENA), the Association of Public Safety Communications Officials (APCO), and the National Fire Protection Association (NFPA) have established guidelines and standards for emergency call answering and emergency response times. ECD collects data from several sources on a daily basis that describe incoming call volume, center-wide and individual call taking performance, and the busiest hours of the day.

ECD uses the performance data to determine staffing levels for call taking and to provide recommendations to user agencies on the configuration of dispatching support. The State uses incoming call data to determine the size of the call delivery system and the amount of reimbursement for 9-1-1 telephone system costs. The individual performance data is used during performance counselling and mentoring and is posted on organization bulletin boards to recognize superior performance.

OTHER AGENCY INVOLVEMENT:

The County Administrative Office, Intergovernmental & Legislative Affairs Division has oversight of the Countywide MFR Program.

FINANCING:
Monterey County's MFR Program is funded in County Administrative Office - Department 1050, Intergovernmental & Legislative Affairs Division - Unit 8054.
Prepared by: William Harry, Director
Approved by: William Harry, Director
Attachments:
ECD BoS Presentation Performance Measures 11102015.pdf