County of Monterey

Legislation Details (With Board Report)

File #:	14-247	**Name:**	Emergency Communications Performance Measures
Type:	General Agenda Item	**Status:**	Filed
File created:	3/14/2014	**In control:**	Board of Supervisors
On agenda:	3/25/2014	**Final action:**	3/25/2014
Title:	Receive a presentation and report on Managing for Results (MFR) from the Department of Emergency Communications.		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. Completed Board Order		

Date	Ver.	Action By	Action	Result
3/25/2014	1	Board of Supervisors	received and filed	Pass

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:

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.

DISCUSSION:

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 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.

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