



Public Safety Communications (9-1-1)

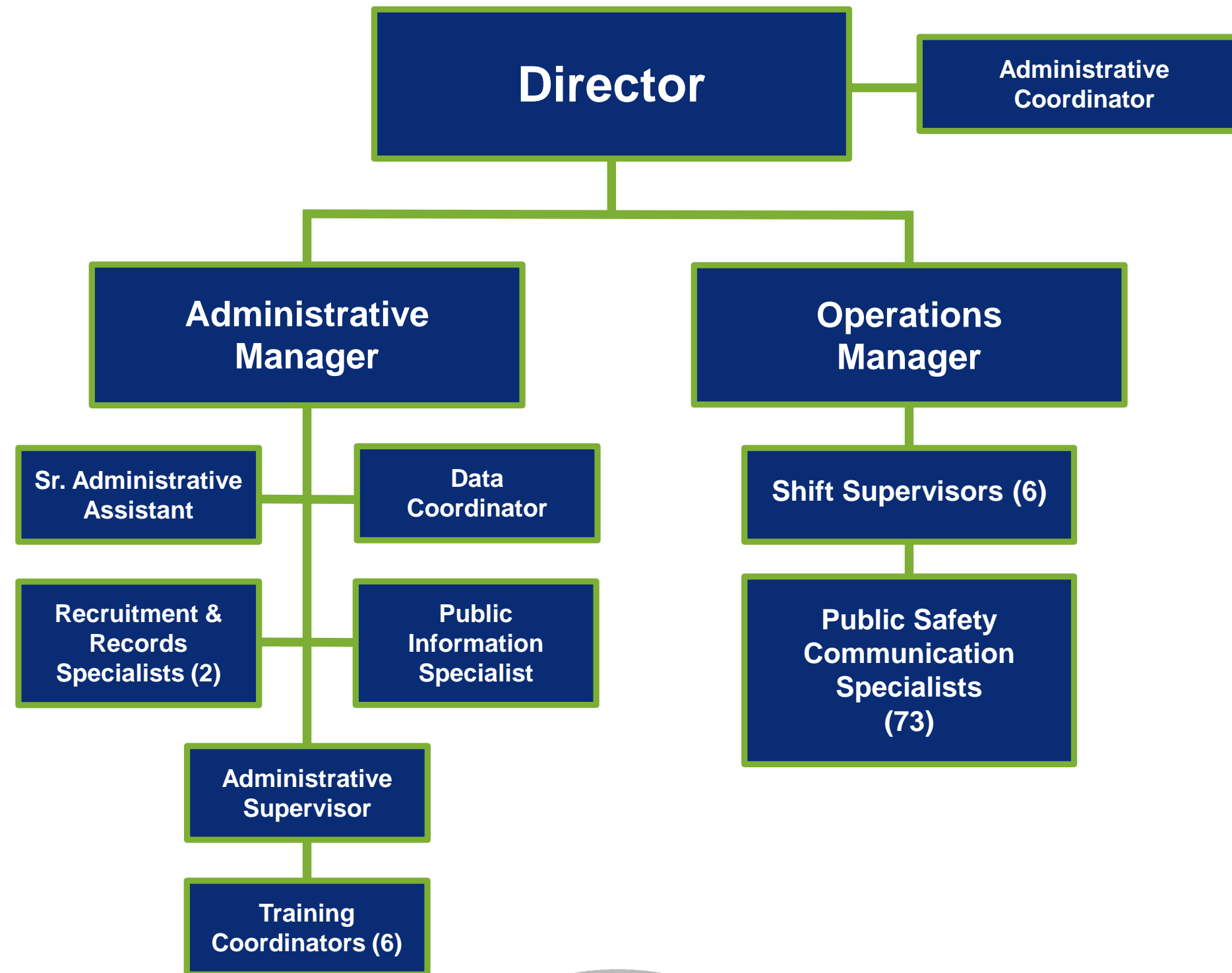
Departmental Overview December 7, 2021





9-1-1 Then & Now



Who Are We?



Mission, Vision, and Values



MISSION
Invested in providing outstanding service through our professionalism and reassuring voice.

VISION
Make a positive impact by being an industry leader in 9-1-1.

VALUES

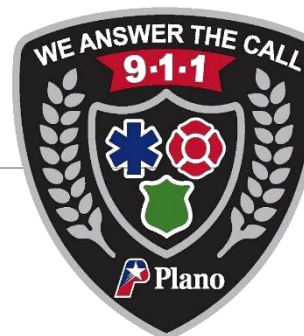
PROFESSIONALISM
We will display Professionalism in everything we do, holding ourselves and each other accountable at all times.

RESPECT
We will treat everyone we encounter with the Respect and courtesy we expect in return.

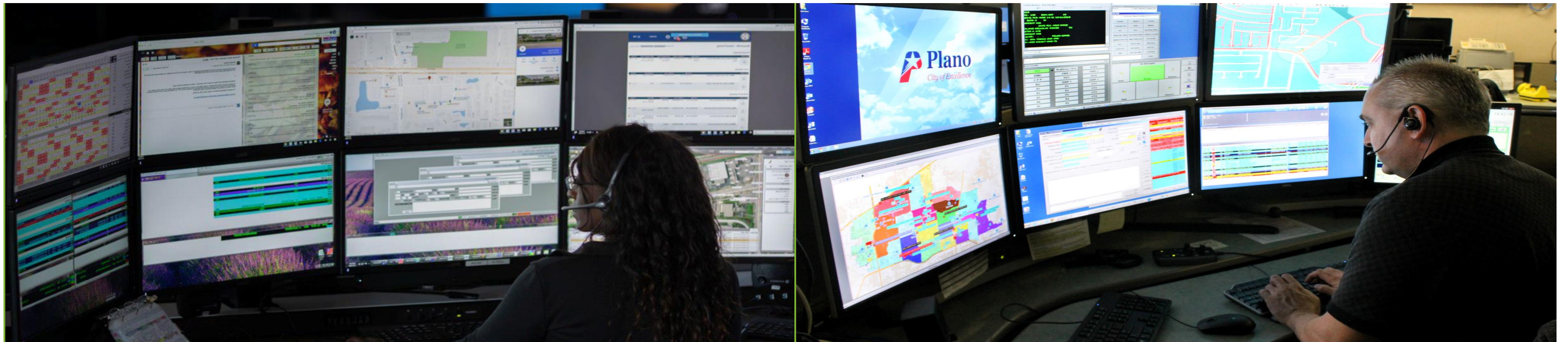
INTEGRITY
We will maintain a level of Integrity so that no one could question our motive or good intent.

DEDICATION
We will demonstrate Dedication, passion and loyalty to the work we do and the difference we make on a daily basis.

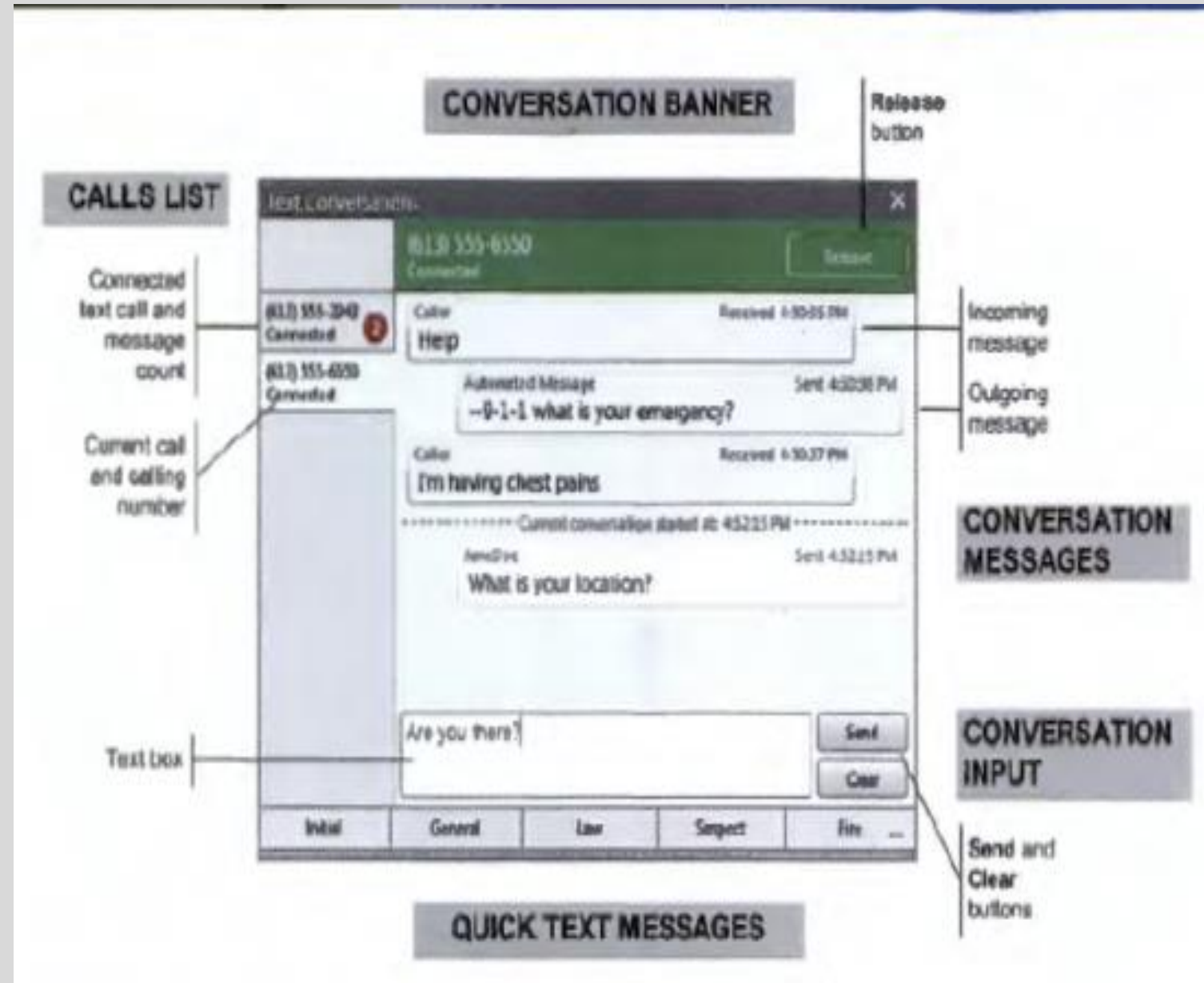
EXCELLENCE
We will remain committed to Excellence by always striving to do better.



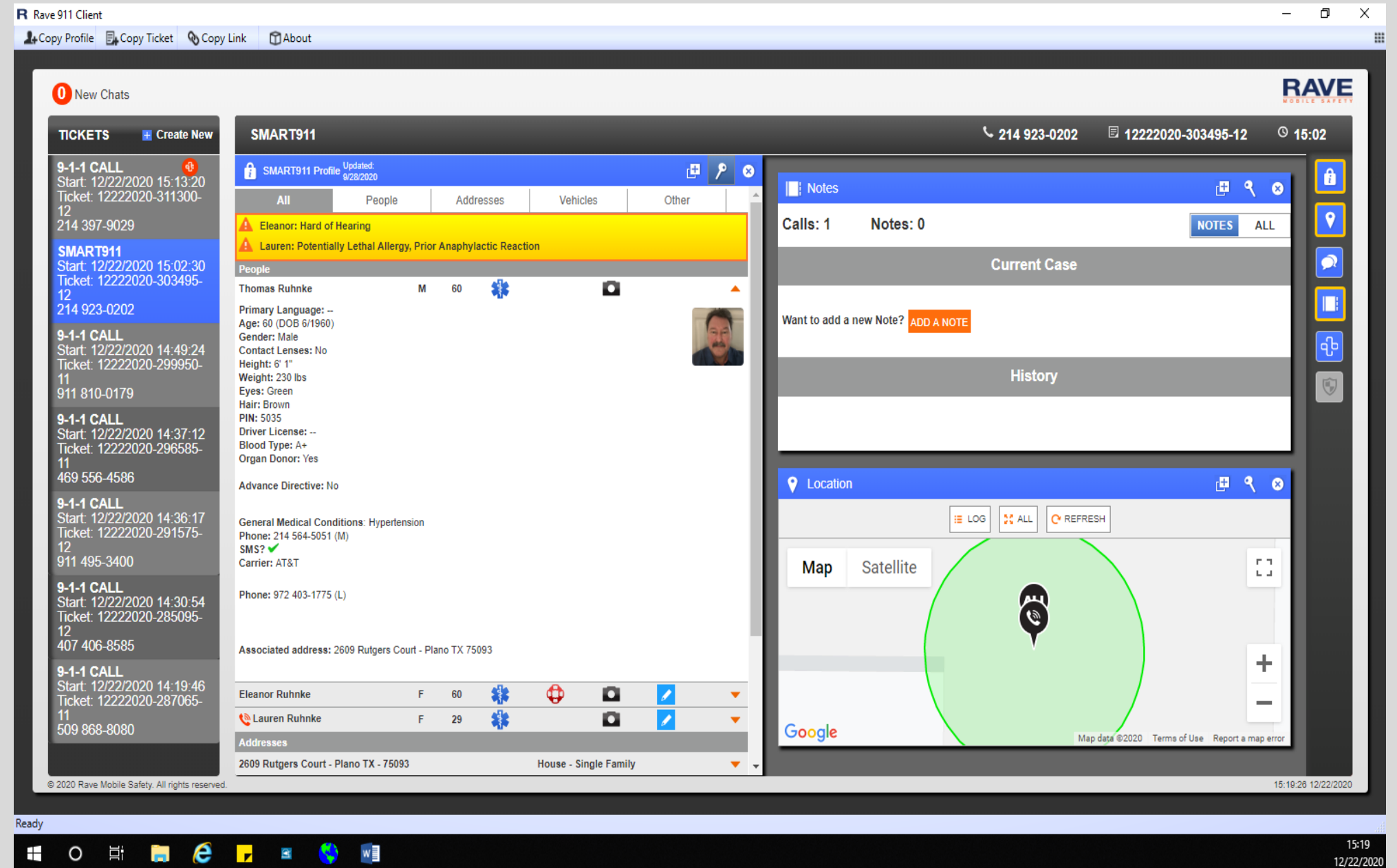
Operations



Text to 9-1-1

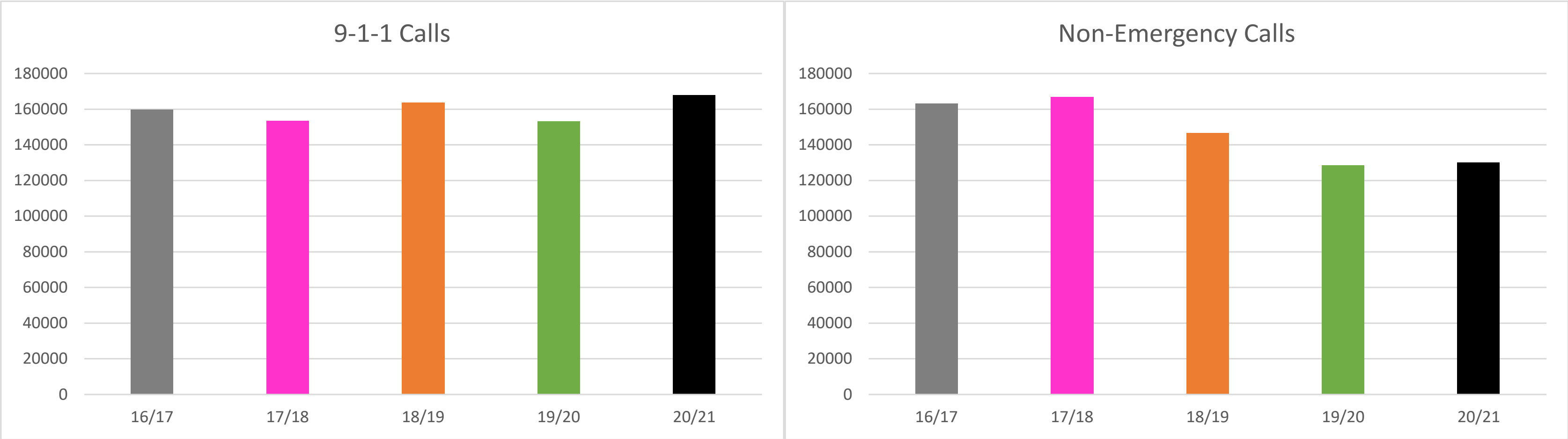


Smart 9-1-1



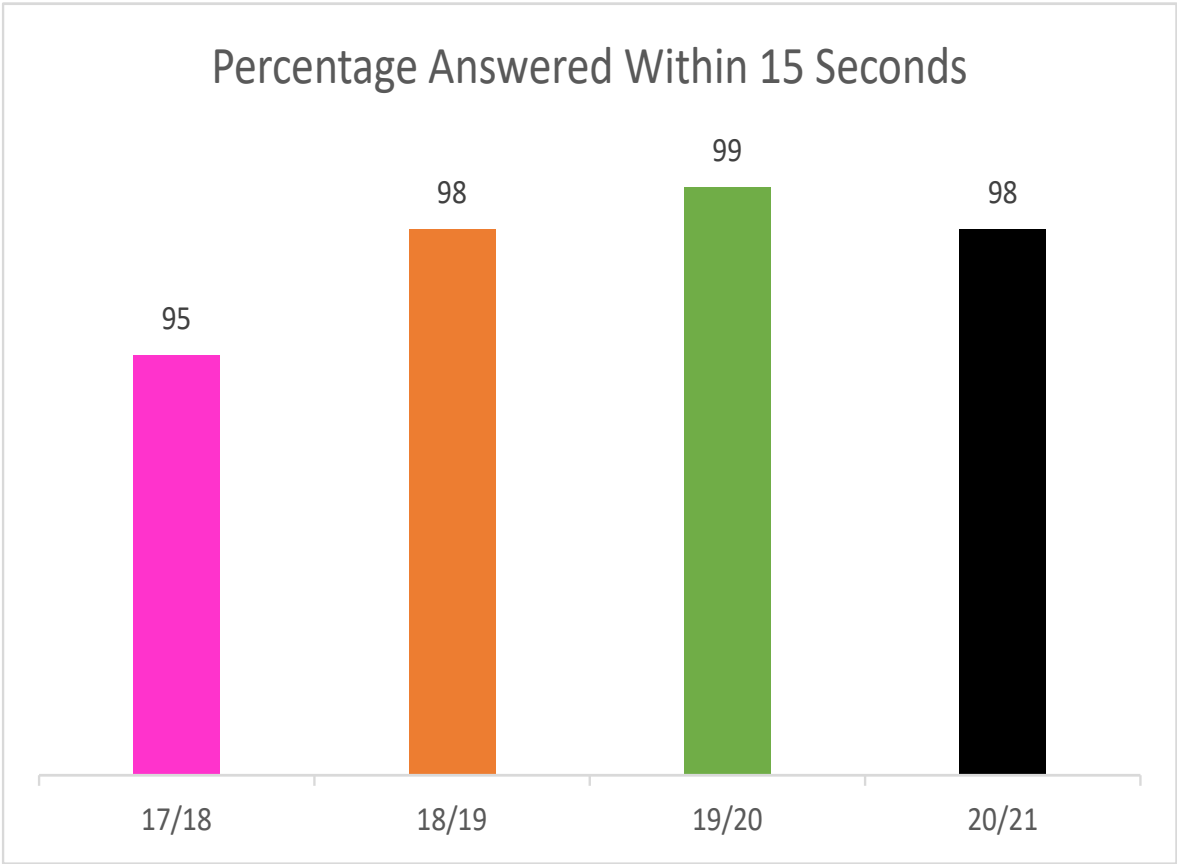
Call Volumes

Fiscal Years 2016-2021

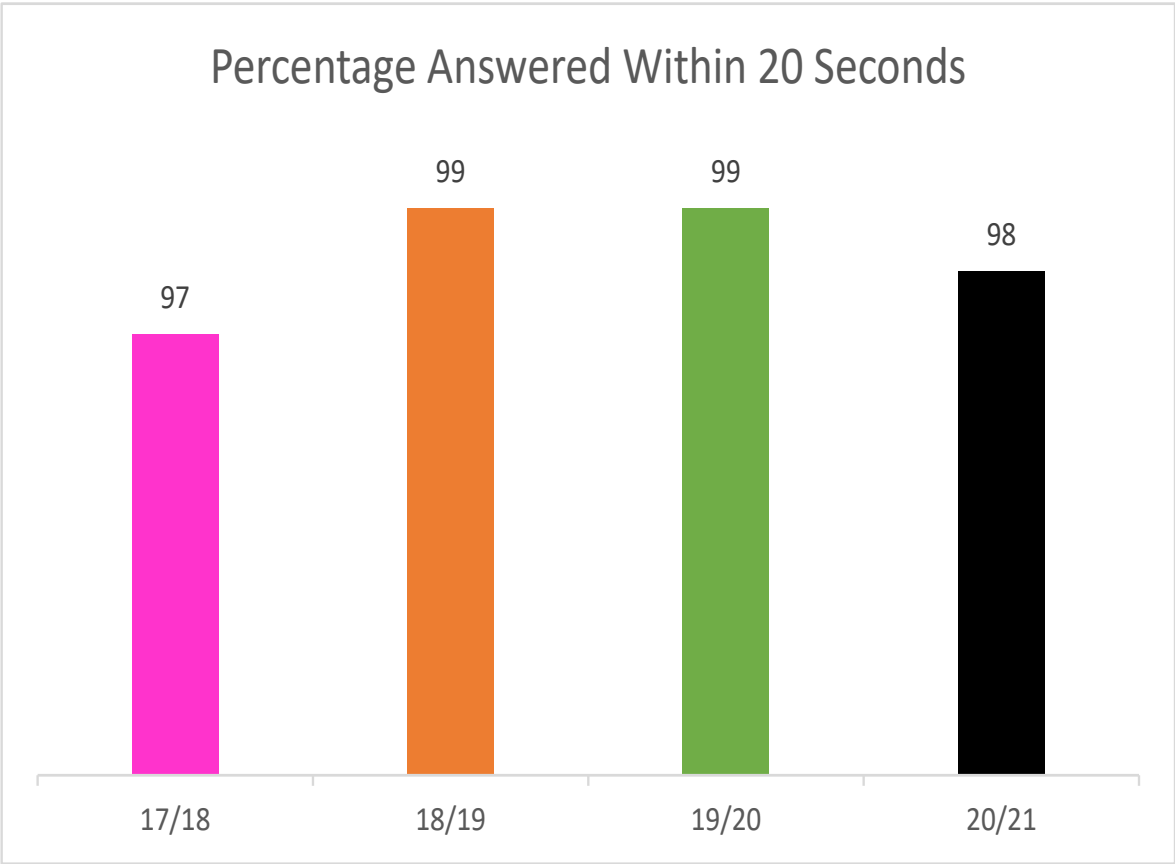


9-1-1 Calls Answered Within NENA & NFPA Standards

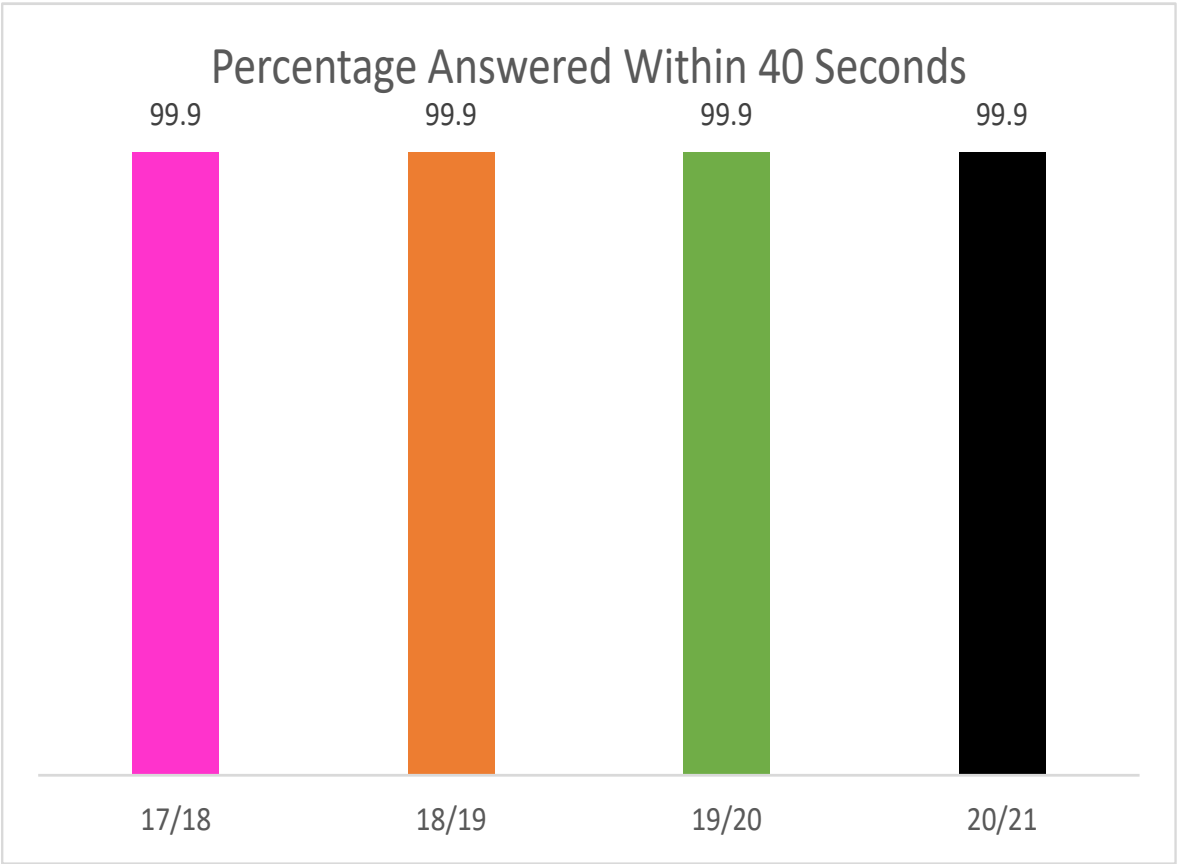
Fiscal Years 2017-2021



NENA Standard 90% within 15 Seconds
NFPA Standard 95% within 15 Seconds



NENA Standard 99% within 20 Seconds
NFPA Standard 99% within 40 Seconds



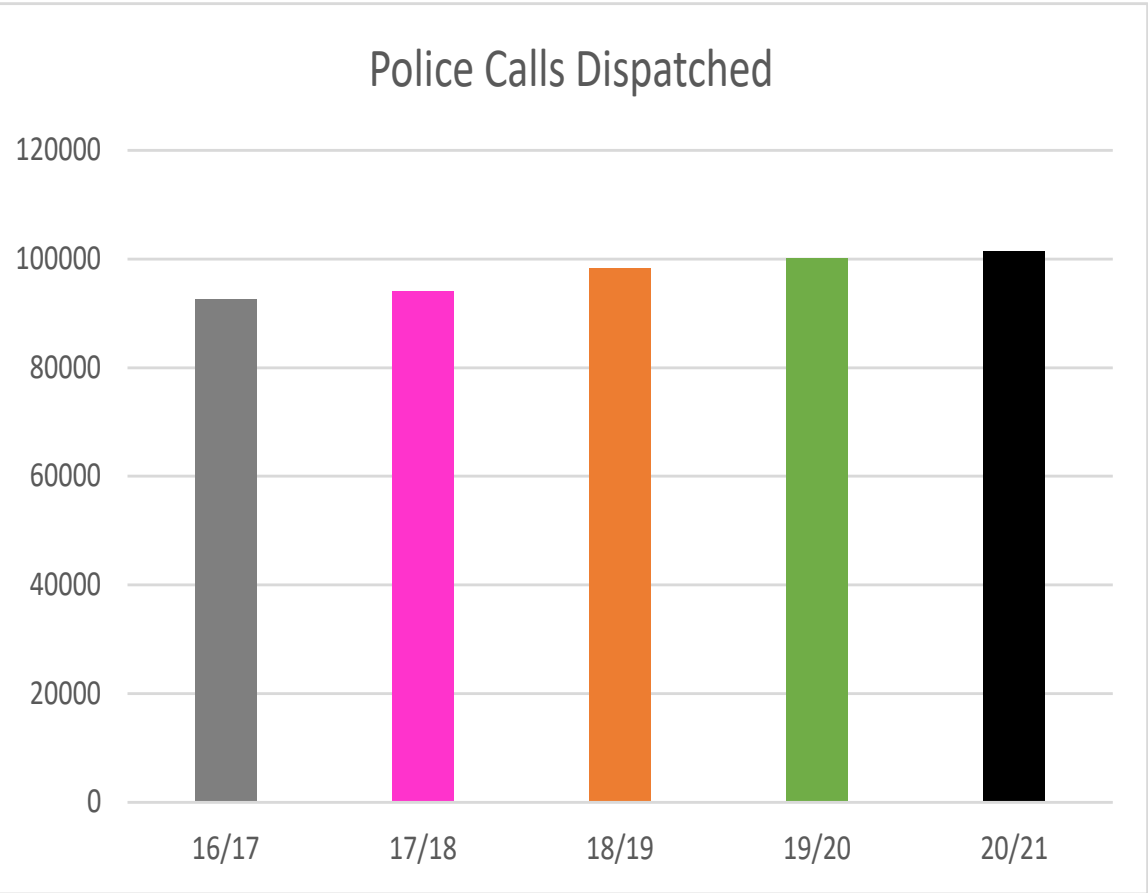
NENA Standard 99% within 20 Seconds
NFPA Standard 99% within 40 Seconds



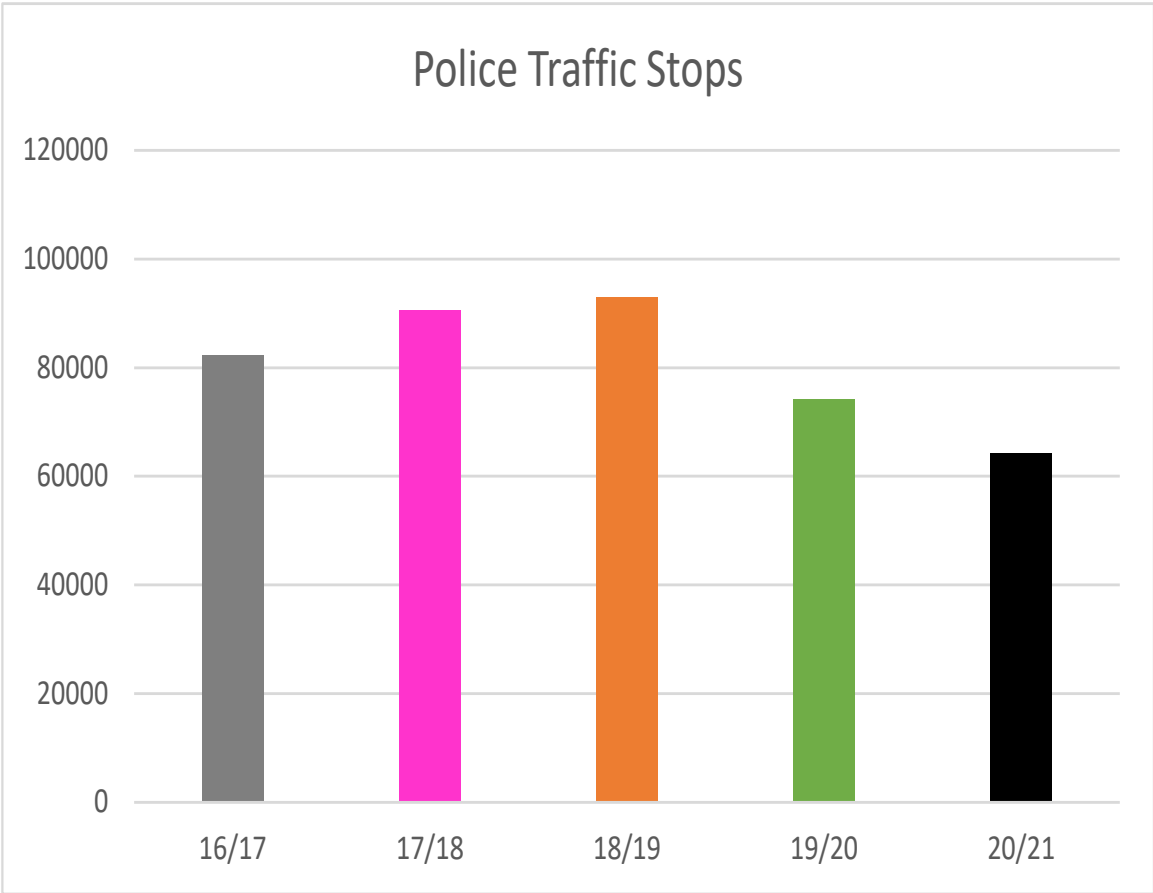
Response Activity

Fiscal Years 2016-2021

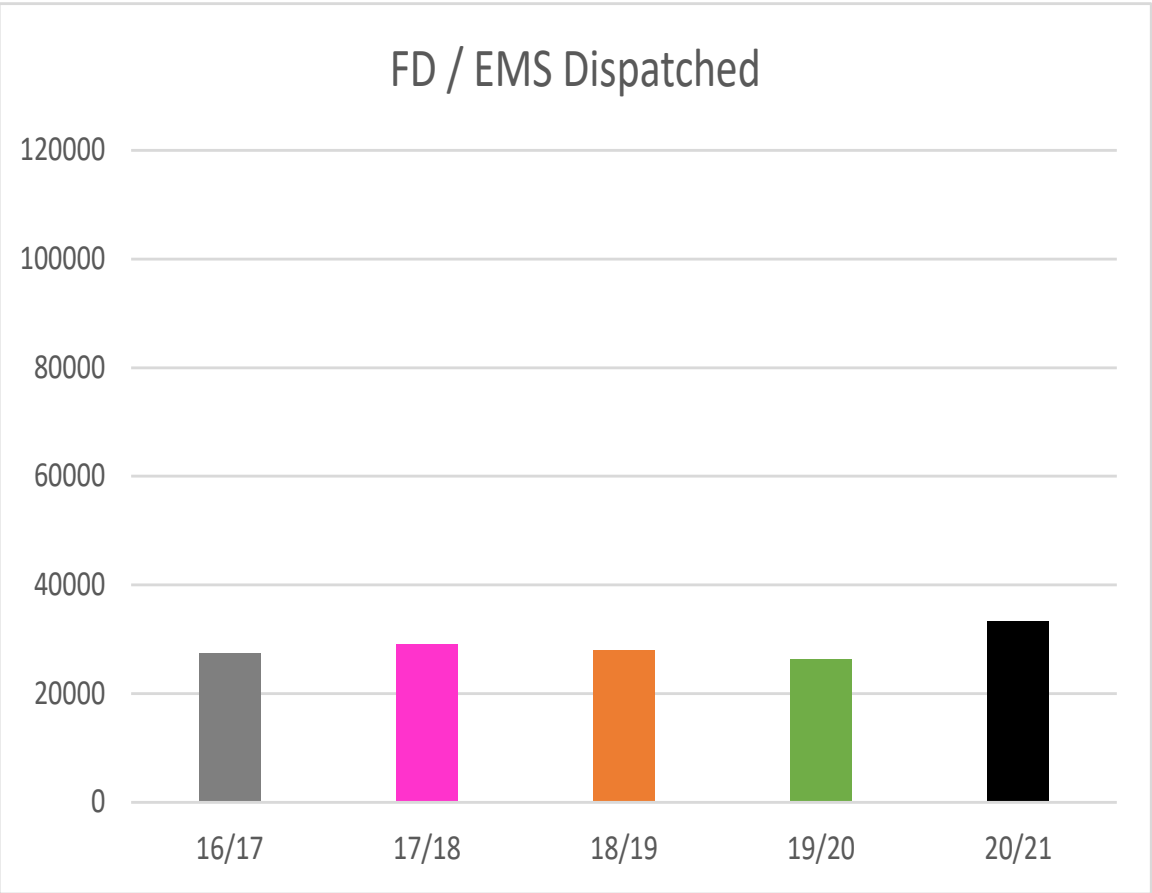
Police Calls Dispatched



Police Traffic Stops

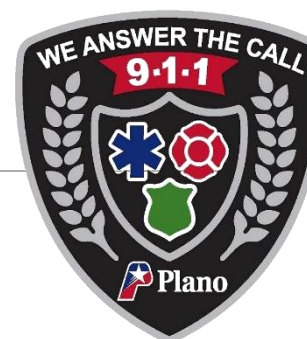
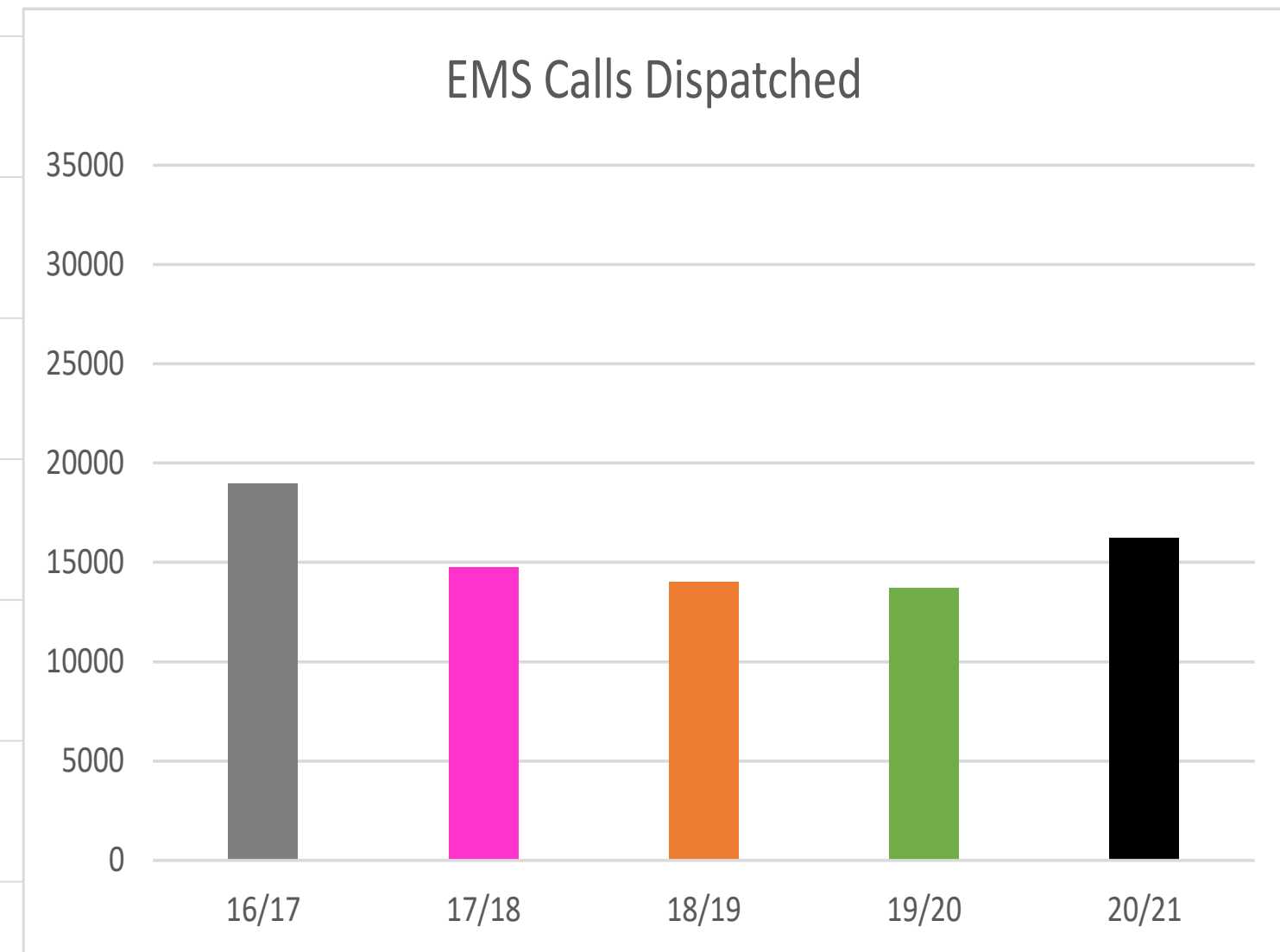
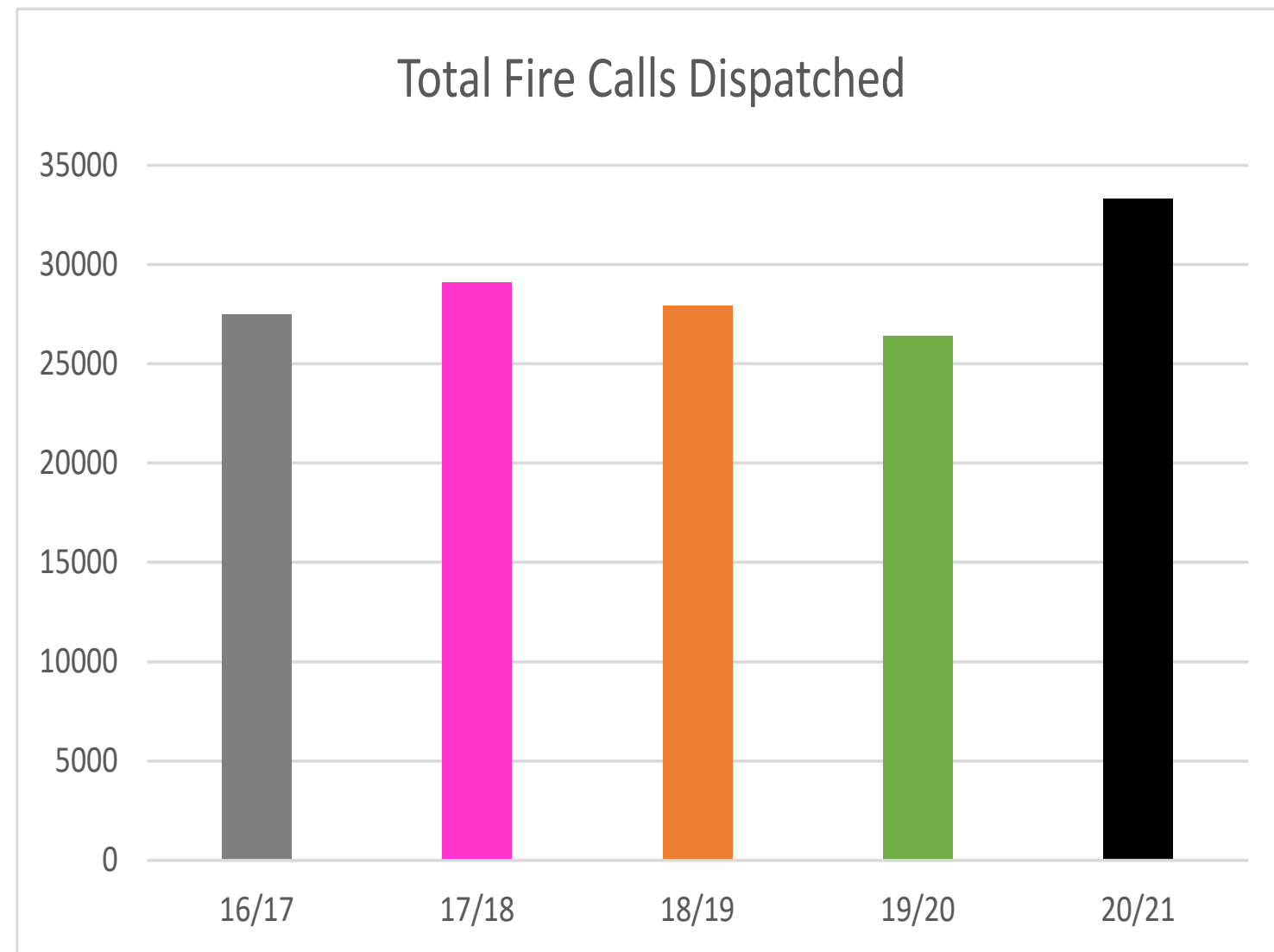


FD / EMS Dispatched

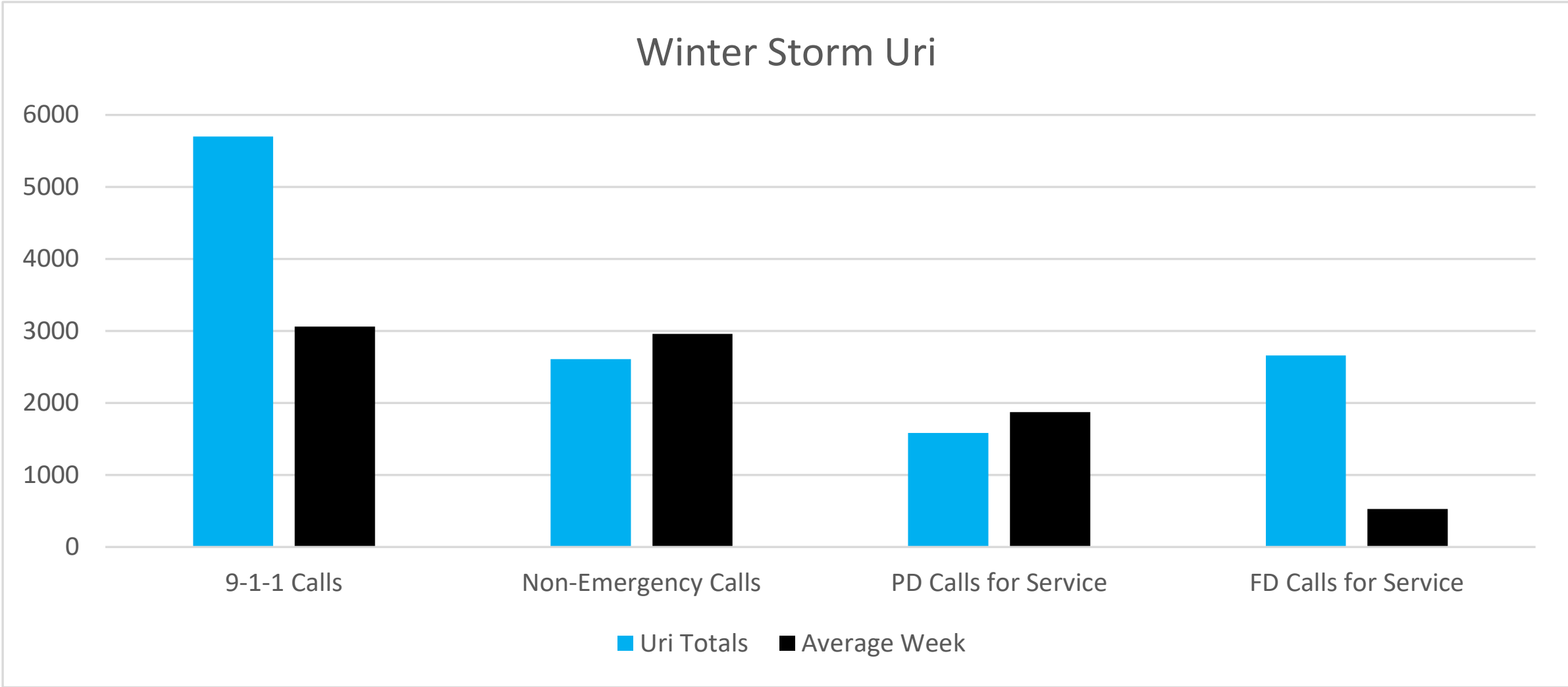


Fire and EMS Calls for Service

Fiscal Years 2016-2021



Winter Storm Uri – Feb. 15th - 17th 2021



	9-1-1 Calls	Non-Emergency Calls	PD Calls for Service	FD Calls for Service
02/15 - 02/17	5703	2612	1585	2658
Avg. Week	3059	2961	1871	528
Avg. Month	13256	12832	8110	2289



Administration

**We're looking for some
Headset Heroes!**

Are you up for the challenge?
Apply today!
Accepting applications through
November 22, 2019



**In Case of
Emergency**

- Call 9-1-1
- Give your location
- Give your phone number
- Answer all the questions
- Stay calm

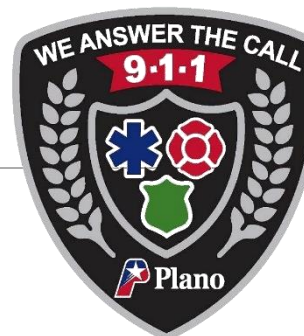


Accomplishments



CALEA Communications Center Accreditation

- Awarded in 2005, 2008 (Flagship), 2011, 2014, 2017 and 2021
- One of 92 9-1-1 centers in the U.S.
- One of only three in Texas.



Accomplishments



CALEA Training Academy Accreditation

- Awarded in 2015 and recommended re-accreditation in 2019
- First & only 9-1-1 center to have received this level of accreditation



Accomplishments



APCO P33 Training Program Certification

- Awarded in 2021



Accomplishments



Member of the NCMEC Missing Kids Readiness Project

- Member since 2008, successfully renewed in 2018.



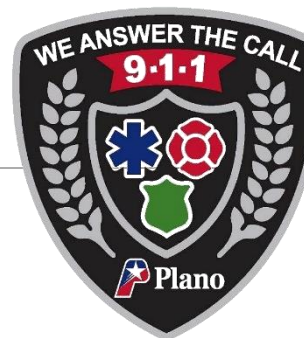
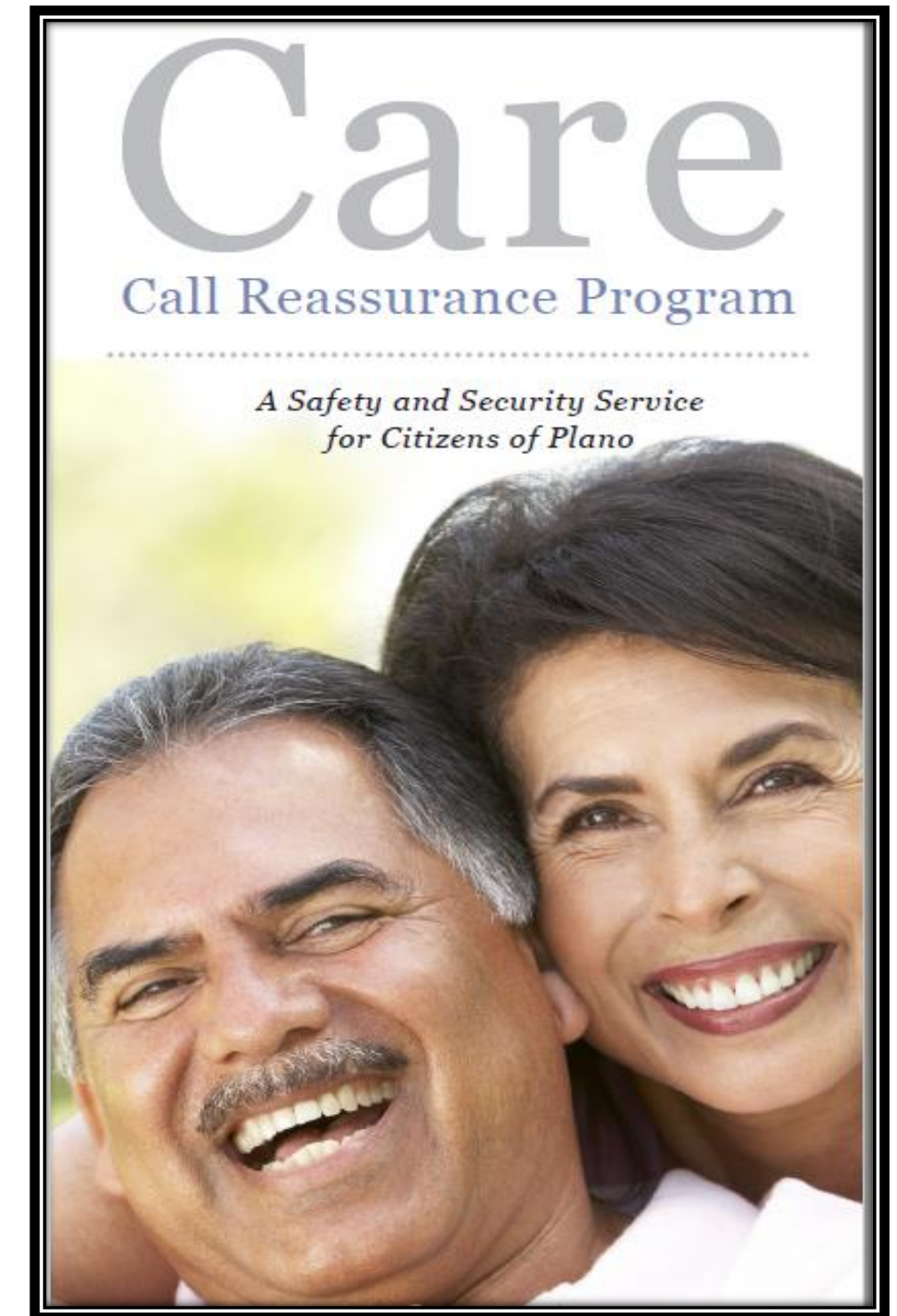
Accomplishments

- Implemented a Peer Support Team/Program this year
- 100% success rate on State Licensing Exam



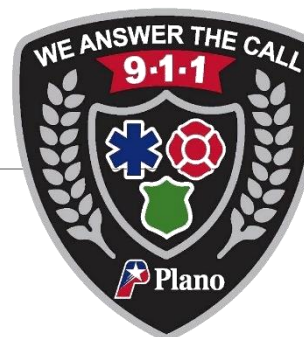
Additional Services

- **Call Reassurance Program (CARE)**
 - Automated welfare call to citizens
 - Response by Plano PD if necessary
- **Open Records Requests**
 - Custodian of Record
 - Court testimony
- **Public and Business 9-1-1 Education**
 - Facebook presence – www.facebook.com/plano911
 - Partner with Plano Police and Plano Fire-Rescue
- **Animal Services**
 - After-hours call taking and dispatching



Additional Services

- **Outdoor Warning Siren Activation**
 - Partner with Emergency Management
 - Specific activation criteria
 - Monthly testing of system
- **Outdoor Warning System**
 - Seek shelter and information
 - NOAA weather radio
 - Local media outlets
 - Plano CityCall integration



Current/Future Issues

- **Next Generation 9-1-1**
 - Moving from legacy 9-1-1 network to Emergency Services IP network
 - Improved reliability, redundancy, and interoperability
 - State grant/9-1-1 wireless fees for funding
- **Staffing/Retention**
 - Refining hiring process
 - Job complexity
 - Rewarding – variety & helping people



And Always Remember...

Location, Location, Location!



If we can't find you, we can't help you!





Thank you

Susan Carr

Director

Public Safety Communications

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