



CITY OF SACRAMENTO

DEPARTMENT OF POLICE

HALL OF JUSTICE
813 6TH STREET

SACRAMENTO, CALIFORNIA 95814
TELEPHONE (916) 449-5121

JOHN P. KEARNS
CHIEF OF POLICE

March 19, 1985

Budget & Finance Committee
Sacramento, California

Honorable Members in Session:

SUBJECT: INCREASED STAFFING FOR THE PUBLIC SAFETY DISPATCH CENTER

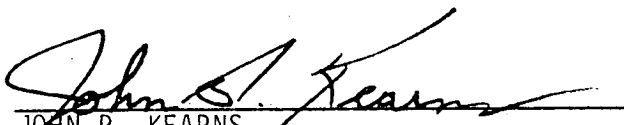
SUMMARY

A request to add nine dispatchers to the Public Safety Dispatch Center (PSDC) is attached for your consideration. This will increase the staffing level from 54 to 63. The cost of the proposal is \$54,527 and necessitates an augmentation from the City's General Fund Contingency Reserve.

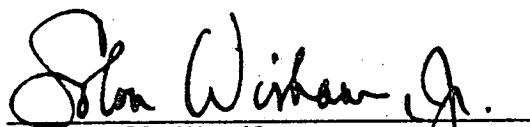
RECOMMENDATION

It is recommended that the Budget & Finance Committee approve the attached proposal and forward it to the City Council for action.

Respectfully submitted,


JOHN P. KEARNS
CHIEF OF POLICE

RECOMMENDATION APPROVED:


SOLON WISHAM, JR.
ASSISTANT CITY MANAGER

JPK:ket
3-65
Attachment.



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JOHN P. KEARNS
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March 19, 1985

City Council
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Honorable Members in Session:

SUBJECT: INCREASED STAFFING FOR THE PUBLIC SAFETY DISPATCH CENTER

SUMMARY

The Police Department is requesting a staffing augmentation for the Public Safety Dispatch Center (PSDC). Consolidation of the police, fire and general government dispatch functions is now complete. This includes the telephone answering function of the old city operators and the new 911 system.

During the break in period for the new PSDC, my staff and the Finance Department worked to determine the total impact of the combined systems. Suggestions from both groups such as the formation of a communications dispatcher academy have been implemented. We have now been able to assess the staffing needs of the full facility and have determined the need for a minimum of 63 full time dispatchers - nine more than currently authorized. The total cost of the proposal for the last three months of 1984-85 fiscal year will be \$54,527.

BACKGROUND

With the consolidation of the City's communications service into one centralized unit operating from the PSDC, the Police Department has assumed the responsibility to dispatch first aid, fire department, and ambulance companies on calls for medical emergencies. This additional workload necessitates an increase in dispatcher staff.

The PSDC needs forty dispatchers per twenty-four hour day to properly handle all working positions. Using standard availability factors which take into account vacation, holidays, and a minimum number of sick days, the PSDC needs a minimum of sixty-three fully trained dispatchers. This requirement does not include coverage for leave of absences, injuries on duty, military leave, or special events such as marathons, the water festival, or the jazz festival which inevitably demand another dispatcher to be assigned to a fifth radio dispatch console.

The Police Department's ability to respond to a citizen's call for service lies directly in the PSDC's efficiency and ability to quickly answer the telephone, obtain essential information, transmit via computer terminal the incident to the dispatcher, and deploy the appropriate unit to the call. The systematic, timely dispatch of a field unit to the scene of an incident is therefore totally dependent on the full staffing of competently trained personnel.

In the past ten years there has been a fifty-one percent (51%) increase in calls for service. Emphasis in specialized programs and public service announcements to encourage the public to use the 911 system will also have an impact on the Communications Center.

FINANCIAL DATA

The total cost for nine additional dispatchers for the remaining three months of the 1984-85 fiscal year is \$54,527.

RECOMMENDATION

It is recommended that the City Council approve the attached resolution transferring \$54,527 from the FY 1984-85 General Fund Contingency Reserve to the Police Department for the hiring of nine additional dispatchers.

Respectfully submitted,


JOHN P. KEARNS
CHIEF OF POLICE

RECOMMENDATION APPROVED:

WALTER J. SLIPE
CITY MANAGER

JPK:ket
3-66
Attachment

RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL ON DATE OF

A RESOLUTION AMENDING THE CITY BUDGET FOR 1984-85
TO AUGMENT THE STAFF OF THE PUBLIC SAFETY DISPATCH CENTER

Be It Resolved by The City Council Of The City of Sacramento:

1. That the Fiscal Year 1984-85 Budget for the Police Department is hereby amended to authorize the addition of nine (9) Dispatcher I positions to the Communications Division.
2. That amount of \$54,527 is hereby transferred from the General Fund Contingency Reserve account 1-01-7012-000-4399 to the Office of Administrative Services account 1-01-2152-000-4101 for the purpose stated above.
3. Additional revenues are not generated by this action.

MAYOR

ATTEST

CITY CLERK