

PUBLIC SAFETY COMMITTEE MEETING MINUTES
JUNE 29, 2016

PUBLIC SAFETY COMMITTEE MEMBERS PRESENT: Suprenant, LaPointe, Haff, O'Brien, Hogan

PUBLIC SAFETY COMMITTEE MEMBERS ABSENT: Shay, Idleman

SUPERVISORS: Henke, Hicks, Gang, Shaw, Moore, Campbell

Debra Prehoda, Clerk

Roger Wickes, County Attorney

Chris DeBolt, County Administrator

Al Nolette, Treasurer

Glen Gosnell, Public Safety Director

Mike Gray, Youth/Alt. Sentencing Dir.

Bruce Mason, EMS Coordinator

Melissa Moulthrop, Personnel Director

Christian Morris, 1st Assistant District Atty.

Sheriff Murphy

Public

AGENDA AS PRESENTED IN COMMITTEE NOTICE:

1. Call to Order
2. Accept Minutes – May 31, 2016 & June 9, 2016
3. Department Reports/Requests:
 - A. Sheriff
 - 1) Request for Budget Amendment – Moving Revenue from Fingerprinting to cover Expense of Increase in Requests
 - B. Alternative Sentencing
 - 1) Request Permission to Apply for Grant
 - 2) Community Services Program Update
 - C. Public Safety
 - 1) Hazard Mitigation Plan (HMP) Project Update
 - 2) Request to Initiate Development of RFP – Radio Communications System
 - 3) PSAP Activity Report
 - 4) CAD Project Update
 - 5) Discuss Staffing Request – Communications Center
 - D. Public Defender
 - 1) Counsel at First Appearance Update
 - 2) Hurrell-Herring Update
 - 3) ILS Update
4. Request to Approve the Glens Falls Lions Club's Duathlon Race Route through Washington County for NYSDOT Application
5. Other Business
6. Adjournment

Chairman Suprenant called the meeting to order at 1:00 P.M.

A motion to accept minutes of the May 31, 2016 and June 9, 2016 meetings was moved by Mr. LaPointe, seconded by Mr. Hogan and adopted.

DEPARTMENT REPORTS /REQUESTS:

SHERIFF – Sheriff Murphy addressed the following item with the committee:

- Budget Amendment – A motion to amend Sheriff's department budget recognizing Live Scan revenue and expense was moved by Mr. Hogan, seconded by Mr. O'Brien and adopted.

ALTERNATIVE SENTENCING – Mike Gray, Director, addressed the following items with the committee:

- Withdrew grant application request.
- Community Services Program Update: in the process of painting Waite House, mowing nine (9) cemeteries, parks and Bruce Mason advised him of a cemetery in Pilot Knob to mow and the garden in Argyle.

- Training – Participated in the Capital Region Juvenile Justice Rural Team on various trainings. DCJS invited them to be part of a Rural Community of Practice Task Force to look at what are the issues in the rural part of the state with the majority of money going to New York City. This is an opportunity he would like to participate in with very little travel more web based.
- Met with Veterans Administration representatives from Albany and our Veteran's Services Director and Deputy Director were in attendance and discussed what is currently done when a veteran in the Jail is identified. They provided some guidance on how to fast track some stuff. They also discussed and answered some questions about a Veterans court.

PUBLIC SAFETY – Glen Gosnell, Director, addressed the following items with the committee:

- Hazard Mitigation tick off meeting held on June 15th and it was well attended.
- Requesting Permission to Start an RFP for Communications Upgrade – He would like an idea of what it will cost to replace tower at Big Burch Hill and then upgrade the radio system. A motion to approve an RFP for communications upgrade was moved by Mr. O'Brien, seconded by Mr. LaPointe and adopted.
- May PSAP activity report attached. They had a CAD conference call on Monday and the vendor is getting ready to do another release to fix issues.
- Staffing Request – He has discussed with the Personnel Director his request to add two (2) full-time Communications Officers to their Staffing Pattern. He stated the last time there was a staffing increase was in 2008. The attached handout lists the phone activity and noted the increase from about 8 AM to 8 or 9 PM. Discussion ensued on the various charts in the handouts. The department did go to twelve hour shifts but there was no staff increase. The peak time that they need help is 10 AM to 10 PM. He stated the staff are getting burned out. The County Administrator stated the argument here is not an effort to try to save funds, the department head feels very strongly that the workload is too high for the current number of individuals we have on a shift and specifically this 10 AM to 10 PM time period. The agencies that they provide their services to have increased; additional law enforcement personnel and more paid EMS staff, and everything comes through Public Safety. There is physical room for additional personnel in Public Safety but no funds were budgeted for this additional personnel expense. Discussion but no decision on how this will be paid for. A motion send Public Safety's request to add two (2) Communications Officers to Personnel Committee was moved by Mr. Hogan and seconded by Mr. Haff. Discussion. Mr. O'Brien would like to see a plan of how it is getting paid for presented along with the request for the two additional Communications Officers at the Personnel Committee. The motion to send Public Safety's request to add two (2) Communications Officers to Personnel Committee was moved by Mr. Hogan, seconded by Mr. Haff and adopted. The County Administrator stated the shifts are outlined in the union contract and authorization is need to enter into a MOA with the union to implement this if it receives final approval.
- Travel Request – The Public Safety Director is requesting permission to go to Pueblo, Colorado along with a Hazmat Team member September 14 – 16th for a crude by rail class put on by and completely paid for by CP Rail. A motion to approve travel request to Pueblo, Colorado was moved by Mr. LaPointe, seconded by Mr. Hogan and adopted.
- Hyper Reach Sign Up – Last month was the biggest month of new sign ups.

PUBLIC DEFENDER – Mike Mercure, Public Defender, addressed the following items with the committee:

- Counsel at First Appearance Update – Reported that the Counsel at First Appearance is going very well since it began on May 16th. They have done a total of 152 with 41 after hours, 24 during office business hours and 87 at regular court times. No off hour calls have been missed. The communication system that was set up is working pretty well so far. The cost to date is about \$7,000; \$6,000 personal services on call pay, \$150 cell phone expenses, and \$400 mileage. He has seen the positives of them attending these arraignments; it has its benefits and it is working well.
- Hurrell-Herring Update – Quality Improvement and Counsel at First Appearance contracts received. The Eligibility Standards are set and due to go into effect in October and Case Load Reduction, an intense study will commence this summer. The County Administrator stated the case load reduction study will eventually determine how many misdemeanor and felony cases a Public Defender can carry. Concern is they will come in with a very low number and the County will need to add attorneys.
- ILS Update – Going through some transition due to the grant manager leaving and the new manager is trying to get up to speed.

REQUEST TO APPROVE THE GLENS FALLS LIONS CLUB'S DUATHLON RACE ROUTE THROUGH WASHINGTON COUNTY FOR NYSDOT APPLICATION – The route involves Washington County roads; County roads in the Town of Kingsbury. A motion to approve use of Washington County Roads for Glens Falls Lions Club Duathlon was moved by Mr. LaPointe, seconded by Mr. O'Brien and adopted.

EXECUTIVE SESSION – A motion to enter an executive session to discuss matters leading to the appointment of a specific person, Supervising Attorney - Assigned Counsel, was moved by Mr. O'Brien, seconded and adopted. A motion to return to regular session was moved by Mr. Hogan, seconded by Mr. O'Brien and adopted. No action was taken in the executive session.

The meeting adjourned at 2:37 P.M.



WASHINGTON COUNTY DEPARTMENT OF PUBLIC SAFETY

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PUBLIC SAFETY COMMITTEE MEETING REPORT

June 29, 2019

1. Hazard Mitigation Plan (HMP) Project Update

- **HMP Project Kick Off Meeting with Municipal Partners (Follow Up):** The initial project "Kick Off" meeting was held on June 15th, with great attendance from many of our local towns, villages and other key representatives! We appreciate all of our municipal partners who were able to make it or caught up with us afterward to relay the documents to help complete the information gathering process. Please coordinate with your local participants in your Towns and Villages to gather as much of the information you can to ensure this plan is an efficient one for you, your municipalities and the county as a whole. Stay tuned for additional updates / meeting notices. The HMP project vendor will also be arranging "in person" meetings with those municipalities interested to further develop the information and assist with compiling the information, should your municipality choose to participate in a session.

2. Request to Initiate Development of an RFP for the county Public Safety Radio System

- As previously discussed at length, replacement of our Public Safety Radio System is necessary, the system is aging and becoming more difficult to operate and maintain. We are requesting permission to move forward with beginning development of a full, comprehensive Request for Proposal (RFP) for the full replacement of our public safety radio system, and addition of necessary components to make the system work as best possible to fit the needs of our responders and the county. Development will involve input from local officials, our own staff, system maintenance personnel, as well as the site engineers from Paul J. Ford, who we previously conferred with on our tower specifications and inspections (for the tower portion). At this time we are not requesting to expend any funding, we are only requesting permission to initiate the development process.

3. Monthly PSAP (Communications Center) Activity Report

- We have included our new comprehensive monthly "Communications Center Activity Report" for your review, we plan to provide this report to our Public Safety Committee members monthly providing an insight into the operation and activity of our 911 Center, the largest division within our department. (attachment)

4. CAD System Project Update

- The Washington County / Cushing core group last met on Monday, 06/27. The vendor provided the core group with an update on the project as reported.

5. Staffing Increase Request – 911 Communications Center

- We are respectfully requesting consideration to add two (2) full-time Communications Officers to our staffing pattern as soon as possible. The additional full-time Communications Officers would be assigned to an alternating (one works when the other is off) 10AM – 10PM shift, providing our center with much needed additional coverage in the 911 Communications Center during the period of our busiest proven times. Assigned 911 Center full-time staffing was last increased in 2008, we absorbed the duties of the former Hudson Falls Police Dispatch Center in late 2012 without an increase in staffing. Increase in our 911 Communications staff is vital to ensuring our staff are able to carry out their duties and provide the best possible assistance to our first responder partners in the field and those in our communities in need, at the rising workload levels we have seen steadily since 2008. Our staff has done their best to continue to try and absorb the increase without adding staffing to our current duty / daily shift staffing, however, we feel it is no longer sustainable at the current duty staffing levels.
- Staffing Pattern Change Analysis – Department of Public Safety – 2007 – 2016 (attachment)
 - Current On Duty Daily Shift Staffing – 911 Communications Center
 - 12AM – 12PM: 3 Members (typically, 1 Supervising Communications Officer, 2 Communications Officers)
 - 12PM – 12AM: 4 Members (typically, 1 Supervising Communications Officer, 3 Communications Officers)
- 2008 vs. 2015 Activity Comparison / Statistics (attachment)
- Communications Officer (1st Year) Base Pay: \$15.15 / hr (after training) @ current working hours (12 hr shifts) : \$35,550.64

6. **Hyper-Reach Community Sign-Up**

- **THANK YOU** to those supervisors who encouraged their town residents to sign up! So far for the month of June we are at the highest new sign up point of 2016, with a total of 76 new subscribers for the month! At this point, we have a total of 2,433 registered subscribers for cell / email or text messages. *(registered landline phones are outside of the 2,433 and are included by default)*
- **Sign Up!** We are continuing to utilize our Hyper-Reach notification system for deploying messages pertinent to emergency situations and operations and in support of our local municipalities, where possible. Please encourage your local residents (especially those without landline phones) to go to our "Community Sign Up" page and register their mobile device so they too can receive important notifications in the event of an emergency!

SIGN UP

Go to our web site at <http://www.washingtoncountyny.gov/347/Public-Safety> , click on the "Hyper-Reach Sign Up" button or use your smartphone/device's QR reader and scan our code...



Respectfully Submitted,

Glen P. Gosnell
Director

WASHINGTON COUNTY, NY

DEPARTMENT OF PUBLIC SAFETY

EMERGENCY MANAGEMENT * COMMUNICATIONS * HAZMAT * BUREAU OF EMS



PSAP ACTIVITY REPORT

for the month of

MAY 2016

CAD Incident Summary By Agency and Month

Criteria: Year=2016, Month=05

<u>AGENCY</u>	<u>INCIDENTS</u>	<u>MONTH</u>
21-ARGYLE EMS	78	5/2016
21-ARGYLE FD	7	5/2016
22-CAMBRIDGE EMS	131	5/2016
22-CAMBRIDGE FD	5	5/2016
23-COSSAYUNA FR	8	5/2016
24-DRESDEN FD	1	5/2016
25-EASTON FD	5	5/2016
25-EASTON FR	14	5/2016
26-FORT ANN EMS	39	5/2016
26-FORT ANN FD	3	5/2016
27-FORT EDWARD EMS	172	5/2016
27-FORT EDWARD FD	26	5/2016
28/29-GRANVILLE FD	9	5/2016
29-GRANVILLE EMS	130	5/2016
32-EASTON/GREENWICH EMS	55	5/2016
32-GREENWICH FD	3	5/2016
32-GREENWICH FR	23	5/2016
33-HAMPTON FD	2	5/2016
34-HARTFORD FD	4	5/2016
34-HARTFORD FR	9	5/2016
35-HEBRON FD	2	5/2016
35-HEBRON FR	8	5/2016
36-HUDSON FALLS FD	20	5/2016
37-HULETTS LANDING FD	1	5/2016
38-KINGSBURY FD	18	5/2016
39-MIDDLE FALLS FD	7	5/2016
39-MIDDLE FALLS FR	10	5/2016
41-MIDDLE GRANVILLE FD	2	5/2016
42-NORTH GRANVILLE FD	5	5/2016
43-PUTNAM FD	2	5/2016

43-PUTNAM FR	1	5/2016
44-SALEM EMS	39	5/2016
44-SALEM FD	5	5/2016
45-SHUSHAN FD	1	5/2016
45-SHUSHAN FR	9	5/2016
46-WEST FORT ANN FD	4	5/2016
46-WEST FORT ANN FR	11	5/2016
47-WHITE CREEK FD	2	5/2016
48-WHITEHALL FR	52	5/2016
48-WHITEHALL FD	12	5/2016
49-SKENESBOROUGH EMS	59	5/2016
51-DORSET FD	8	5/2016
52-FAIR HAVEN EMS	47	5/2016
52-FAIR HAVEN FD	4	5/2016
53-MIDDLETOWN SPRINGS FD	2	5/2016
54-PAWLET FD	1	5/2016
55-POULTNEY EMS	41	5/2016
55-POULTNEY FD	6	5/2016
56-RUPERT FD	1	5/2016
57-WELLS FD	4	5/2016
58-WEST PAWLET FD	1	5/2016
59-EAST DORSET FD	3	5/2016
85 GENERAL SCHUYLER EMS	1	5/2016
85-SCHUYLERVILLE FD	2	5/2016
89-TICONDEROGA EMS	1	5/2016
90 GLENS FALLS FD	1	5/2016
BUREAU OF FIRE	2	5/2016
CAMBRIDGE/GREENWICH PD	301	5/2016
EMS TRAINING	1	5/2016
FORT EDWARD PD	329	5/2016
GRANVILLE PD	163	5/2016
HUDSON FALLS PD	629	5/2016
NEW YORK CONSERVATION	10	5/2016
NEW YORK FOREST RANGERS	1	5/2016
NEW YORK STATE POLICE	509	5/2016
OTHER	1	5/2016

TOWN/VILLAGE HIGHWAY	34	5/2016
UTILITY COMPANIES	6	5/2016
WASHINGTON CO 911	808	5/2016
WASHINGTON CO CODE ENFORCEMENT	6	5/2016
WASHINGTON CO CORONERS	2	5/2016
WASHINGTON CO PROBATION	8	5/2016
WASHINGTON CO PUBLIC WORKS	28	5/2016
WASHINGTON CO SAFETY	2	5/2016
WASHINGTON CO SEWER	1	5/2016
WASHINGTON CO SHERIFF	1402	5/2016
WASHINGTON CO SOCIAL SERVICE	69	5/2016
WHITEHALL PD	253	5/2016

TOTAL NUMBER OF INCIDENTS PROCESSED IN CAD FOR MAY: 5,682

PHONE CALL STATISTICS / OVERVIEW FOR MAY: Total Phone Calls (All Lines / All Categories) 11,356

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
May 2016	1868	113	0	1981	5.70%	0	0	0	0	0	2388	6950	37	0	9375	11356	92.8
PSAP Totals	1868	113	0	1981	5.70%	0	0	0	0	0	2388	6950	37	0	9375	11356	82.6

PHONE CALL BREAKDOWN BY LINE FOR MAY: (All Calls / All Lines / All Categories)

Date	911										Admin															Outbound			Total						
	West (645001)	West (645002)	West (645003)	West (645004)	West (645005)	West (666701)	West (666702)	West (666703)	West (666704)	West (666705)	747	747	747	CAN GVE PD	COMM 2121	COMM 2126	COMM 3551	FTE PD	GVE PD	REL PD	Line P901	PO Roll Svcr	Sheriff R-Office	300	WHL PD	226	WSHX 018	WSHX 028		WSHX 038					
May 2016	230	229	236	425	427	129	1	1	2	1	160	57	1029	233	532	12	2	234	1234	392	375	319	219	785	303	72	800	3	224	67	2	160	2168	2	11356
Total	230	229	236	425	427	129	1	1	2	1	160	57	1029	233	532	12	2	234	1234	392	375	319	219	785	303	72	800	3	224	67	2	160	2168	2	11356

PHONE CALLS PER HOUR FOR MAY: (All Calls / All Lines / All Categories)

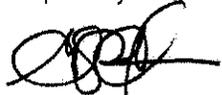
Date	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
May 2016	238	169	136	114	117	107	199	290	468	542	614	655	685	744	664	716	779	757	730	704	624	565	401	338	11356
Total	238	169	136	114	117	107	199	290	468	542	614	655	685	744	664	716	779	757	730	704	624	565	401	338	11356
Abandoned Calls	1	1	2	1	3	1	2	6	9	11	5	11	9	12	9	11	8	6	10	10	9	9	2	2	150

PHONE CALL ANSWER TIME IN SECONDS FOR MAY: (All Incoming Phone Calls / All Incoming Lines)

Call Hour	Answer Times in Seconds							Total	% Answered ≤ 10 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
00:00	182	5	1	0	0	0	0	188	96.809%
01:00	141	2	0	0	0	0	0	143	98.601%
02:00	112	1	1	0	0	0	0	114	98.246%
03:00	99	0	0	0	0	0	0	99	100.00%
04:00	98	1	1	0	0	0	0	100	98.00%
05:00	93	0	0	0	0	0	0	93	100.00%
06:00	162	1	1	0	0	0	0	164	98.78%
07:00	232	4	0	0	0	0	0	236	98.305%
08:00	374	10	2	1	0	0	0	387	96.641%
09:00	432	11	4	2	0	0	0	449	96.214%
10:00	495	15	2	0	0	0	0	512	96.68%
11:00	504	19	3	0	0	0	0	526	95.817%
12:00	540	19	2	0	0	0	0	561	96.257%
13:00	514	19	4	0	0	0	0	537	95.717%
14:00	509	23	1	1	0	0	0	534	95.318%
15:00	536	25	2	0	0	0	0	563	95.204%
16:00	571	25	1	1	0	0	0	598	95.485%
17:00	556	27	1	0	0	0	0	584	95.205%
18:00	527	23	3	1	0	0	0	554	95.126%
19:00	524	19	1	0	0	0	0	544	96.324%
20:00	465	19	1	0	0	0	0	485	95.876%
21:00	403	11	2	0	0	0	0	416	96.875%
22:00	311	2	0	0	0	0	0	313	99.361%
23:00	261	5	1	1	0	0	0	268	97.388%
Total	8,941	286	34	7	0	0	0	9,368	
Overall Percentage:	96.35%	3.19%	0.36%	0.08%	0.00%	0.00%	0.00%	100.00%	
% answer time ≤ 15 seconds	88.54%								
% answer time ≤ 40 seconds	100.00%								

This report has been compiled with data available from the Cushing Computer Aided Dispatch system and the ECATS Smart 9-1-1 reporting solution. A very special THANK YOU to our 9-1-1 Communications Center staff for their continued commitment, diligence and efforts to ensure all who contact our center receive the assistance they need, when and where they need it!

Respectfully Submitted,



Glen P. Gosnell
Director



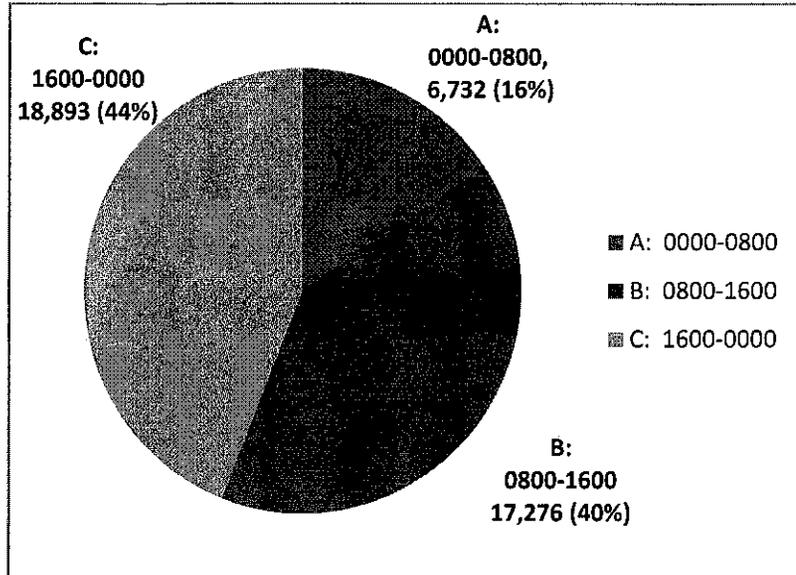
Timothy R. Hardy
Deputy Director

STAFFING PATTERN CHANGE ANALYSIS - DEPARTMENT OF PUBLIC SAFETY 2007 - 2016

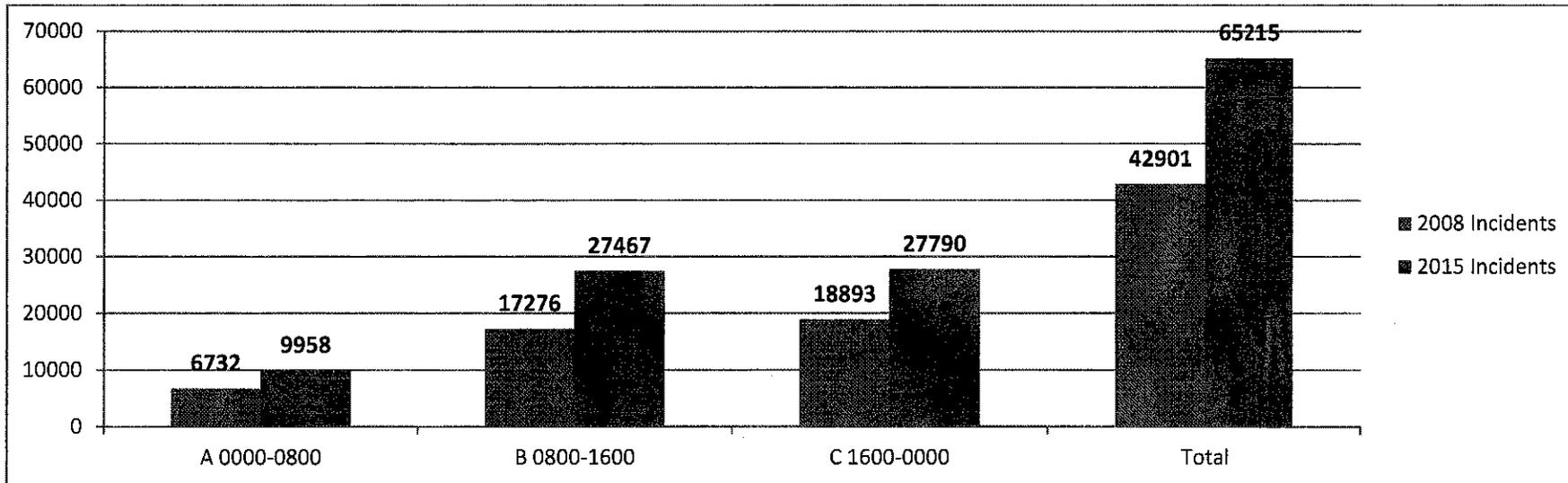
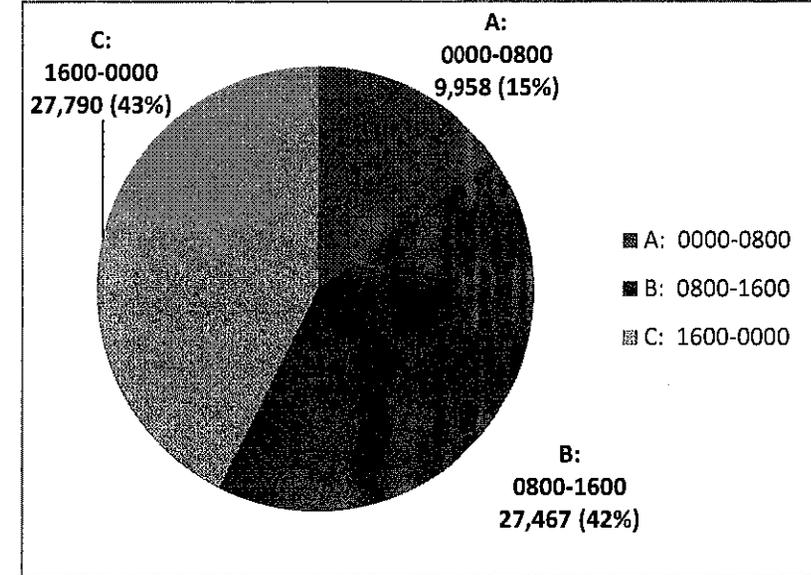
DEPARTMENT / ACCOUNT PUBLIC SAFETY	ACCOUNT	CIVIL SERVICE TITLE	HOURS	2007			TOTAL	NOTES
				FT	PD	02/16		
2007	A3640	Director of Public Safety	35	1	0	0	1	Position did not exist in 2007.
		Deputy Director	40	1	0	1	Position did not exist in 2007.	
		Assistant Director	35	1	0	1	Position did not exist in 2007.	
		Deputy Director of Emergency Management	35	1	0	1	Position did not exist in 2007.	
		Deputy Director of Communications	40	1	0	1	Position did not exist in 2007.	
		Emergency Management Coordinator	35	1	0	1	Position did not exist in 2007.	
		Supervising Communications Officer	36 / 48	4	0	4		
		Communications Officer FT	40	7	0	7		
		Communications Officer Per Diem	varies	0	6	6		
		Senior Typist	35	1	0	1		
			14	6	6	20		
2008	A3640	Director of Public Safety	35	1	0	0	1	Position did not exist in 2008.
		Deputy Director	40	1	0	1	Position did not exist in 2008.	
		Assistant Director	35	1	0	1	Position did not exist in 2008.	
		Deputy Director of Emergency Management	35	1	0	1	Position did not exist in 2008.	
		Deputy Director of Communications	40	1	0	1	Position did not exist in 2008.	
		Emergency Management Coordinator	35	1	0	1	Position did not exist in 2008.	
		Supervising Communications Officer	36 / 48	4	0	4	Added 3 Communications Officers (FT)	
		Communications Officer FT	40	10	0	10		
		Communications Officer Per Diem	varies	0	6	6		
		Senior Typist	35	1	0	1		
			17	6	6	23	Increase of 3 FT CO's from prior year.	
2012	A3640	Director of Public Safety	35	1	0	0	1	Position did not exist in 2012.
		Deputy Director	40	1	0	1	Position did not exist in 2012.	
		Assistant Director	35	1	0	1	Position dissolved 12/2011.	
		Deputy Director of Emergency Management	35	1	0	0	1	Position added 01/2012.
		Deputy Director of Communications	40	1	0	0	1	Position did not exist in 2012.
		Emergency Management Coordinator	35	1	0	0	1	Position did not exist in 2012.
		Supervising Communications Officer	36 / 48	4	0	0	4	
		Communications Officer FT	40	10	0	10		
		Communications Officer Per Diem	varies	0	6	6		
		Senior Typist	35	1	0	0	1	
			17	6	6	23		
2015	A3640	Director of Public Safety	35	1	0	0	1	Position did not exist in 2015.
		Deputy Director	40	1	0	0	1	Position did not exist in 2015.
		Assistant Director	35	1	0	0	1	Position did not exist in 2015.
		Deputy Director of Emergency Management	35	1	0	0	1	Position added 01/2015.
		Deputy Director of Communications	40	1	0	0	1	Position did not exist in 2015.
		Emergency Management Coordinator	35	1	0	0	1	Position did not exist in 2015.
		Supervising Communications Officer	36 / 48	4	0	0	4	Increase Per Diem CO's to 12 - 07/2015.
		Communications Officer FT	40	10	0	0	10	
		Communications Officer Per Diem	varies	0	12	12	12	Position vacant since 02/2015 due to retirement.
		Senior Typist	35	1	0	0	1	
			18	12	12	30		
2016	A3640	Director of Public Safety	35	1	0	0	1	Position re-titled from Deputy Director Comm - 02/2016
		Deputy Director	40	1	0	0	1	Position did not exist in 2016
		Assistant Director	35	1	0	0	1	Position re-titled to Emergency Mgmt Coord - 02/2016
		Deputy Director of Communications	40	1	0	0	1	Position re-titled to Deputy Director - 02/2016
		Emergency Management Coordinator	35	1	0	0	1	Position re-titled from Deputy Director EM - 02/2016
		Supervising Communications Officer	36 / 48	4	0	0	4	
		Communications Officer FT	40	10	0	0	10	
		Communications Officer Per Diem	varies	0	12	12	12	
		Senior Typist	35	1	0	0	1	
					18	12	12	30



2008-PSAP Incidents By Shift



2015-PSAP Incidents By Shift



In 2008 the total number of incidents handle by the Communications Center was 42,901.

In 2015 the total number of incidents handled by the Communications Center was 65,215, and increase of 52% from 2008.



Phone Activity by hour January-present 2016

