

Public Safety Re-Imagining

Prioritized Dispatch



Overview

- Background
- Staff work
- Options for Systems
- Next Steps
- Questions and Answers



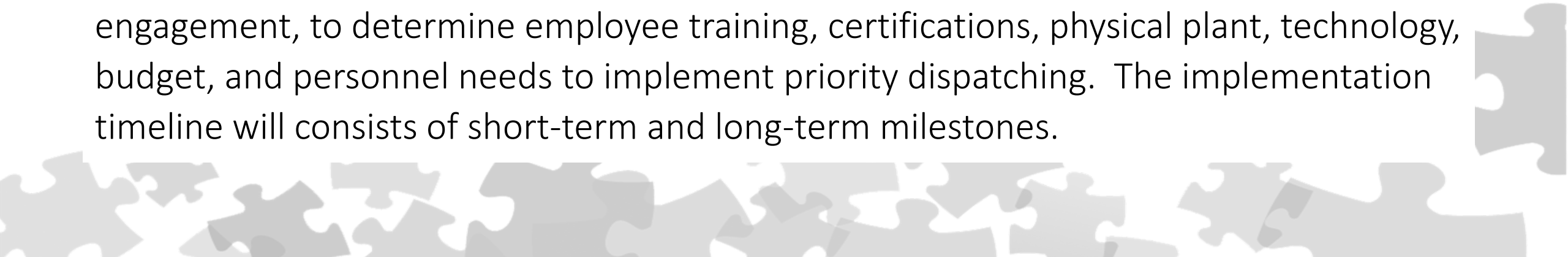
Overview

Project Overview

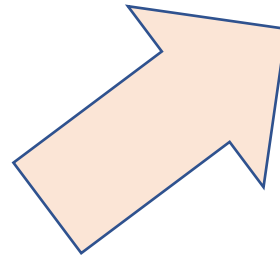
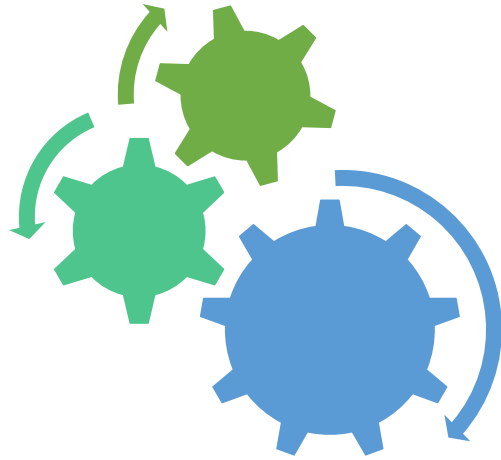
To determine the most efficient, safe, and effective access to and dispatch of resources to calls for service received by the public safety communications dispatch center in the City of Berkeley.

Work Product

A multi-year plan that utilized best-practice research, community, and staff engagement, to determine employee training, certifications, physical plant, technology, budget, and personnel needs to implement priority dispatching. The implementation timeline will consist of short-term and long-term milestones.



Background



Vision for the Future

- Highly trained and specialized Police, Fire, and EMS dispatch services
- Right resources sent to the appropriate calls for service
- All calls handled internally

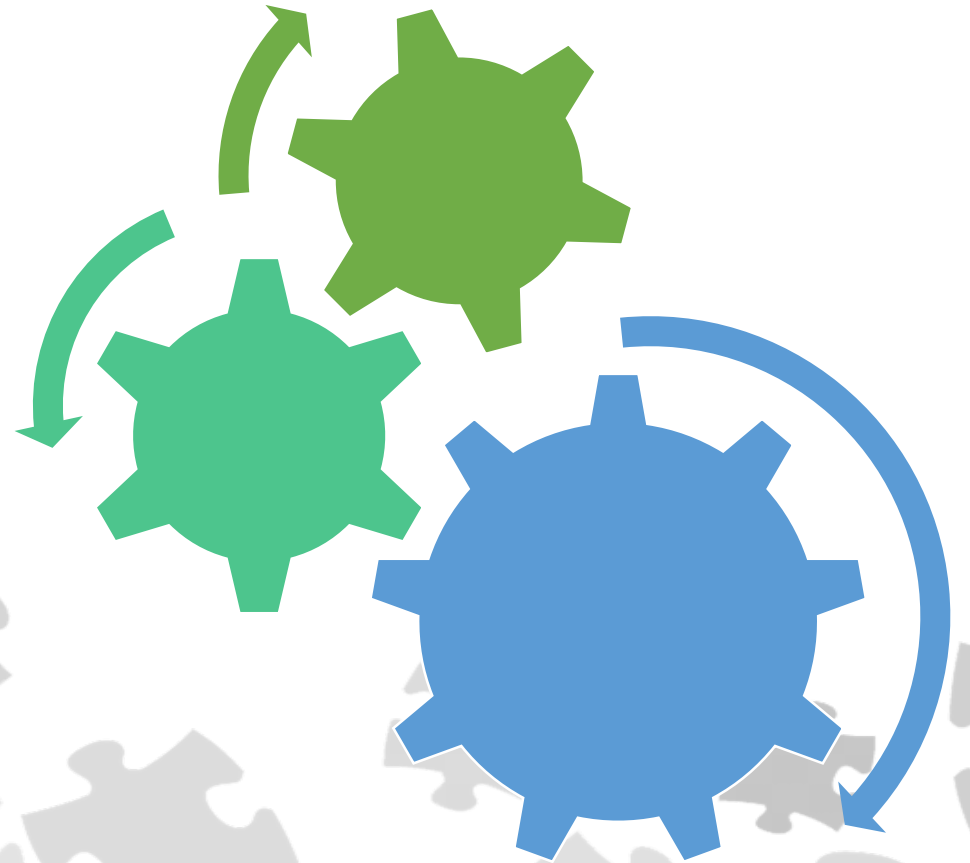
What We Do Now

- Unified Police & Fire communication center
- Worst case scenario resources sent to calls for service
- Calls transferred to Alameda County for medical instructions



Background – Why?

- Contractual obligation
- Best practice
- Right resource to the right call
- Gain efficiencies



Stakeholders

City Council
City Auditor
Re-imagining Public Safety Task Force
Police Review Commission
Mental Health Commission
Disaster and Fire Safety Commission

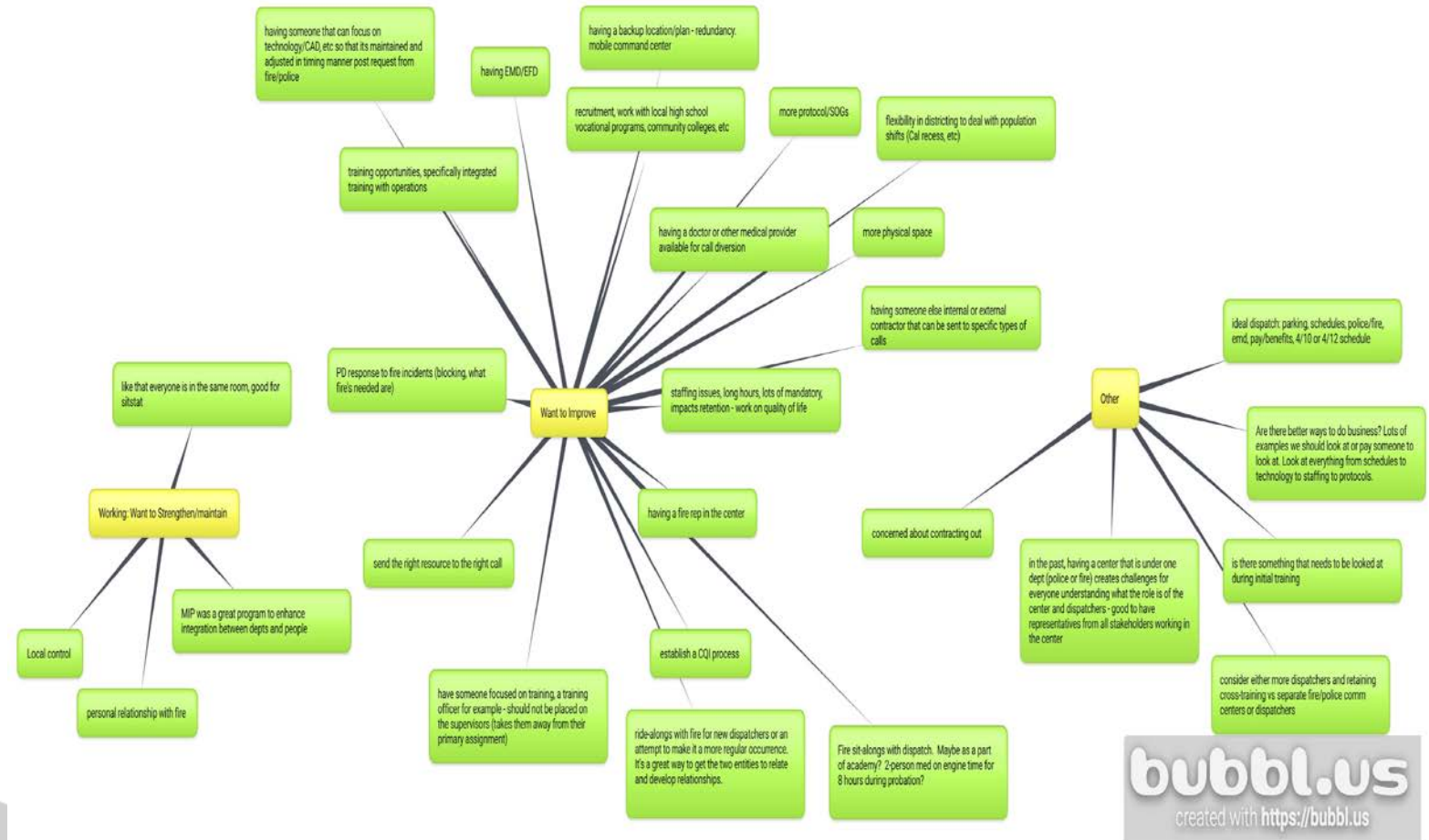
Alameda County EMS Agency
Alameda County Regional Emergency
Communication Center (ACRECC)
Falck Ambulance Company
SEIU
BFFA
BPA
University of California PD Dispatch
BART PD
Albany/Piedmont/EBRPD

Dispatchers
Police
Fire/EMS
Berkeley Mental Health
Public Works
Information Technology
311



Staff Work

- Initial research
- Audit
- Advocacy
- Focus Groups



Implementation Needs

Facilities



Leadership
Development



Training



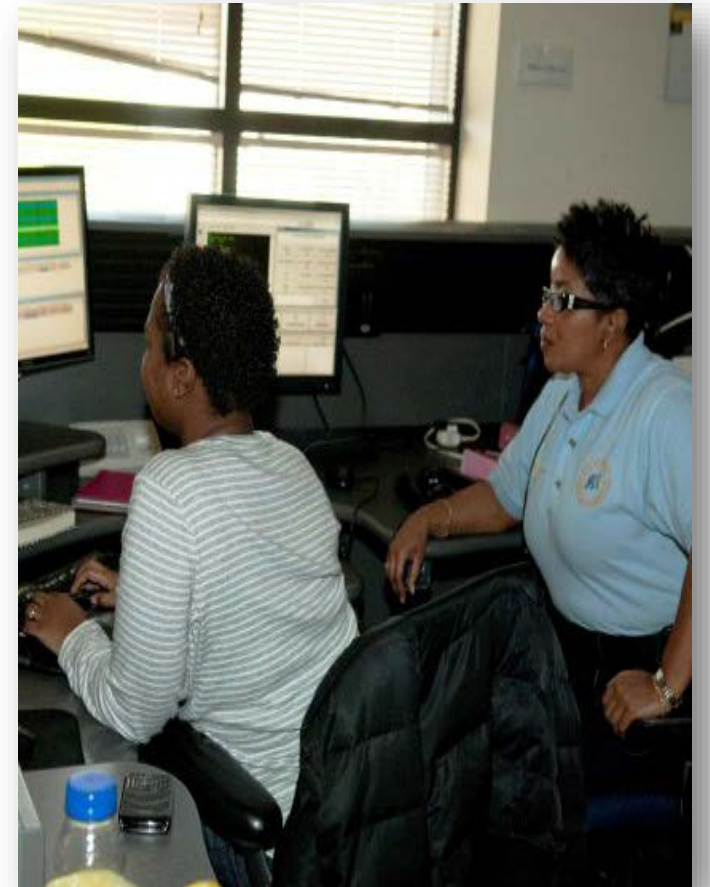
Facility Enhancements

- Short-term modifications
- Technology upgrades
- Substantial facility improvements



Leadership & Management

- Continuous Quality Improvement
- Fire/EMS Representative
- Supervisor Training



Training



Staff to identify trends



Staff to coordinate



Funding for dispatchers
to attend training



Options for Systems

<i>Model Considered</i>	<i>Pros</i>	<i>Cons</i>
Current Model	Simplicity, easier staffing	Inefficient, delays for callers, expensive resources sent to calls
Medical Priority Dispatch System	Standard system, used by neighboring agencies	Expensive licensing, inflexible, heavily scripted
Criteria Based Dispatch	Affordable, flexible, trusts well trained dispatchers	Non-standard, not used by neighboring agencies
Call Diversion [Telemedicine/NP or MD Staffing]	Medical professionals work with callers, advise and re-direct patients to appropriate care	Expensive, resource intensive

Timeline

Activity	Timeframe
Initial focus group meetings with Berkeley staff.	Sept. – Nov. 1
Consideration of intersection of Re-Imagining Public Safety and Measure FF	Nov. 1 – Dec. 1
Additional focus groups with staff and stakeholders to formalize plan.	Dec. 1 – Feb. 1
Identify budget needs and make budget recommendations	Dec. 15 – February 28
Complete an interim project report	February 28
Present project and projected budget to City Council	March 2021
Prepare implementation for FY22	March 1 – June 30
RFP for Project Manager	March 1 – May 1
Project Implementation	July 2021- June 2022
Re-evaluation and budget recommendations for FY23 & FY24	June 2022

Questions?

