

Emergency Communications Budget

Presented by
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Emergency Communications

- The Communications Department is comprised of ten full-time dispatchers and four per diem dispatchers. Two Lead Dispatchers, one Supervisor and the Director of Communications.
- We operate a four position 911 center located at the Public Safety Building
- Westbrook 911 Center serves as back-up to CCRCC (CCRCC backs Westbrook 911 Center up)



Our daily mission includes...

- State Certified Public Safety Answering Point (PSAP) 911 Center
- Answer non-emergency calls for Public Safety during business hours
- Answer **all** calls from the public during non-business hours
- Radio dispatch Police, Fire Rescue and Public Services (after hours)
- Manage resources for field personnel for all calls for service
- Triage all walk-ins to the Public Safety Building



Some Statistics

- In 2024 we processed just under 52,000 phone calls (emergency/non-emergency)
- Of these 15,984 (average just under 44 per day) 911 calls, slightly down from 2023 (this year is on trending toward an increase)
- 31,060 Calls for Service processed in CAD in 2024, increase over 2023
- Emergency Medical Dispatch (EMD) 5,230
- Emergency Fire Dispatch (EFD) 724



Past year's accomplishments...

- 911 Console Replacement/Renovation completed
- Increased In-School 911 Education
- Implemented Improved Mental Health Call Processing Protocols
- Verbal Judo Class for Dispatchers
- Increased Community Engagement
- Leadership Training for Supervisor and Leads



Where we are going...

- Digital Radio System Enhancement Planning/connectivity/coverage
- Radio System on it's on Fiber Network
- Mental Health Seminar for 911 Center Staff
- Practical Blue Card Fire Ground Operations Training w/FD
- Your 911 center staff stand ready for the challenges ahead and we thank you for your continued support!
- Questions??

