



## ADDITIONAL COMMUNICATIONS OFFICERS

### JUSTIFICATION

Currently, we are staffing the E-911 Communications Center with three Communications Officers on each shift...four shifts totaling twelve communication officers.

Recently, it has become apparent that although we can operate at a basic level with (3) three 911 officers on duty, **during day shift hours**, the quality of service we can provide with only 3 on duty is not where it should be. Steadily increasing day shift call volume and complexity is taxing for 911 officers already working in an extremely stressful environment. Our priority is to prevent the loss of lives, limbs, homes, etc. We must maintain staff at a level which enables us to obtain all necessary 911 caller information rapidly and professionally, while simultaneously getting appropriate emergency units in route as quickly as possible and assisting them once on scene.

Around 2016, the City of Dahlonaga initiated a marshal's service, consisting of one full time staff member, which added some additional activity to the center's workload. At that time, we were able to incorporate this with no issue. Recently, the city has transitioned to a Police Department and added three, full time, day shift, patrol officers, with the anticipation of adding two additional officers by fall of 2023. The addition of the three, fulltime, day shift, city patrol officers is extremely taxing on our 911 center's current, day shift staffing of 3 communications officers per shift.

City-Logged CAD Calls for Service: In 2020, we logged 1,466 calls assigned to the Dahlonaga Marshal's Office. In 2021: 1,154 calls (DMO to DPD). In 2022, we logged 4,485 calls assigned to the Dahlonaga Police Department. This year, as of 3/29/23, essentially the 1st quarter of 2023, we have logged 1,556 city calls. If this rate stays consistent, 2023's projected calls for service, logged to the city, will total 6,224. Note: As of this date, the DPD is not a 24/7 service department.

Depending upon the nature of a given call, many phone or radio calls to 911 generate numerous steps or activity by multiple officers.

Example #1) A motor vehicle accident: The 911 phone line operator often receives numerous calls about the same accident. It takes time to answer each call, professionally, and be certain every caller is reporting the same accident. As stated above, while one officer is handling phone lines, another officer is on the radio...dropping tones and dispatching EMS/first responder/fire units to the scene. Another officer is dispatching Sheriff's Office units, GSP, DOT, etc., to the accident...often while also receiving radio calls for assistance from other officers who are initiating unrelated traffic stops, elsewhere, and/or are arriving at the scene of other, previously dispatched calls. Meanwhile, officers continue to field 911 calls, concerning the accident and other emergencies, as well, and then begin placing outgoing phone calls to the wrecker service, sometimes the power company, and on and on, as requested by officers.

Example 2) Traffic stops initiated by officers require substantial time and assistance from the relevant 911 officer...logging the stop; checking drivers license status/warrants, checking tags/wanted status; conducting frequent, timed, safety-check radio calls until the officer has completed the stop, etc.

Also To Note: In 2022, the 911 Center dealt with significant, unanticipated staffing shortages, due to extensive family/medical leave, attrition, vacations and training requirements. This created a necessity to call in additional staff, primarily on day shift, as two communication officers are not sufficient to manage the demands of day shift at 911. This caused a substantial overage in our budgeted overtime.

Normally, the responsibilities in the center are divided into three prongs: 1) 911 & non-emergency phone lines; 2) Sheriff's Office radio band; and 3) Fire-EMS radio band.

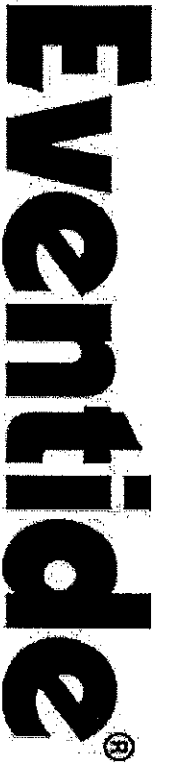
We now need to add a fourth communications officer to our day shift rotation. This would considerably cut the necessity for overtime and alleviate the added workload created by the city's additional staffing. I am positive that any further additions in city police staffing will overload the center's ability to properly perform and meet its most basic objectives – to obtain necessary information efficiently and effectively in order to get emergency personnel to the location of the emergency, to monitor the safety of personnel once on scene and to assist on-scene personnel, as dictated by the nature of the emergency/call/stop.

The first process to suffer when the center is overwhelmed is our EMD program. This is the program that enables a 911 Communications Officer to provide Emergency Medical Information to a person on scene – such as how to do CPR, deliver a baby, or provide first aid to a sick or injured person. Getting this information to our first responders makes them safer, more efficient, and better able to respond, thus serving our community to the best of our ability.

The prudent and necessary next step, I believe, is to add two communications officers to 911 operations – bringing us up from 3 to 4 officers per day shift rotation, with the option for day shift to operate with only 3 if someone is on leave or in training. Currently, with only 3 assigned to each day shift, when a day shift officer is out, we have no choice but to bring someone in on overtime from another shift. This is both expensive for the county and taxing on our staff. For now, we can operate with three on our night shift rotation, so we are not seeking additional positions for nights. However, if the city adds additional staff to its night shift in the future, then we would need to revisit our staffing for nights as well.

Thank you for your consideration.





### CALL COUNTS BY CHANNEL

Report for 2022-01-01 through 2022-12-31 for Channels: 864-3333, 864-3633, 867-6452, 867-9241, 867-9242, 867-9243, 867-9247, 867-9248, 911-1, 911-2, 911-3, 911-4, 911-5, 911-6

CHANNELNAME	COUNT
864-3633	24943
864-3333	16564
867-9241	7138
911-5	6822
911-6	6731
867-9243	5836
911-4	1975
911-2	1235
911-3	815
867-9247	713
867-9242	316
911-1	210
867-9248	72
<b>Totals</b>	<b>73370</b>