

New Castle County Emergency Communications Division

Update
County Council
Tuesday, February 9, 2021



AGENDA

- ▣ Current Staffing
- ▣ Call Volume
- ▣ Call Processing Times (answer times)

Emergency Communications Division Staffing as of 2/9/2021

Authorized Strength
With Admin Staff = 95

Operations Strength = 88
Actual = 76

Current Vacancies = **15**
COVID Related 0

All in Operations

Emergency Communications Division Staffing as of 2/9/2021

Public Safety Operators – 5
Posting Closed 2/8/2021

Police Dispatch – 4
Posting This Week Promotional Only

Fire/EMS Dispatch – 6
Posting This Week Promotional Only

911 Calls Answered in 10 Seconds or Less: Public Safety Operators using an Automatic Call Distributor (ACD)

Last 14 Days 95.27% **NENA and NFPA standard is 90%**
Last 28 Days 95.19%
YTD 95.17%

Total Calls Answered:

	Last 14	Last 30	YTD
911	12,738	27,235	23,549
Admin	3,705	8,035	6,896

Total Text 18
Actual Emergency 5

Total pre-arrival instructions given (CPR over the phone by Public Safety Operator); last 14 days, 8.

QUESTIONS??

