

311 for Nonemergency Call Systems: Stretching Police Budgets and Services

The Playing Field

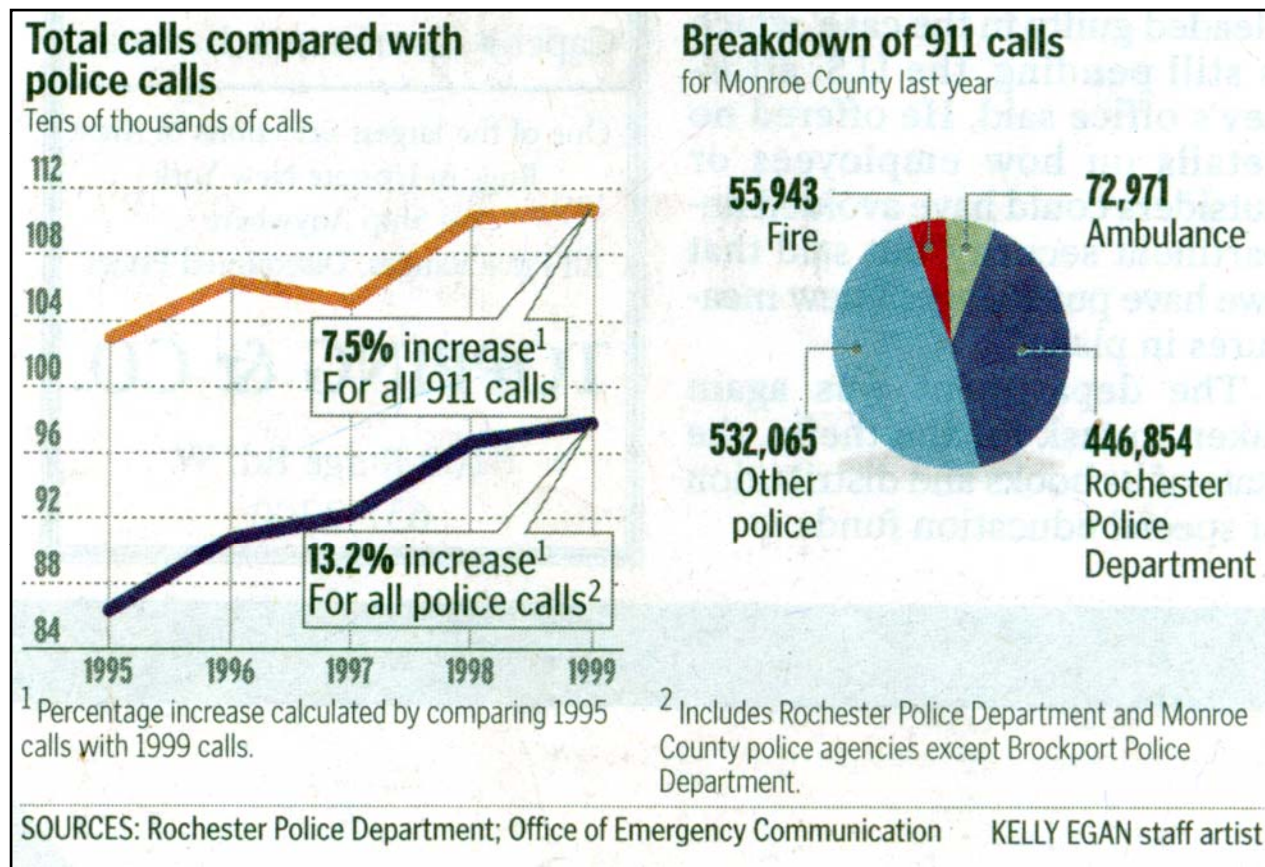
Then (1999)

- City population - 230,000
- 707 police officers
- Calls for Service 435,000

Now (2010)

- City population - 210,000
- 753 police officers
- Calls for Service 460,000

The Background



The Challenge

- High ratio of calls per officer
 - Delayed response times
 - Administrative closures
 - Citizen frustration
 - Officer burnout
- Lack of resolution
 - Band Aid approach not problem solving
 - Repeat calls that then received less attention

The Challenge

- 911 Philosophy
 - What comes in must go out
 - “Nothing originates or terminates here...”
 - ***“SEND SOMEONE!”***

Alternatives

What's an elected official to do?

- More cops?
- Reduce service?
- Change the way service is provided?
- Do nothing?

Needs of the Many...

- How can we best support patrol without depleting patrol?
- Can we improve our service level?
- “Best bang for the buck”
- Staffing
 - Started with sworn officer
 - Utilize Public Safety Aide now
 - Retirees
 - Criminal Justice students

Daily role of 311

- 311
 - as report takers
 - as problem solvers
 - as communicators
- Triage of most non-priority calls
 - 911 to 311 transfer
 - Reviewed by PSA

Daily role of 311

- Problem Solving
 - NSC contact point
 - Resource scheduling
- Think Contact Center
 - Inbound and outbound
 - Social Media

Emergency Management

Pandemic Plan

- Role of 311 in your communication plan
 - Communication is key
- POD locations scattered
 - Do they know & can they get there?
- Relay pertinent information
 - Consistent, standard, official information
- Track special needs population
- Off-load other call volume

Emergency Management

Let it Snow

- Impacts emergency response
- Critical Need Locations
 - Shut-ins
 - Oxygen, Dialysis
- Plow Ops verses Tow Ops
- Prolonged clean up
- Related hazards (potholes, tree limbs...)

Contact

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