

Safety and Justice Service Team: Department of Emergency Communications

March 7, 2023
County Board Workshop

Agenda

- **Introductions** – Scott Williams, Deputy County Manager
- **Department Topics** – Nancie Pass, Director
- **Questions** – All

County Board Workshop Goals

- Present and provide updates on the Service Team department performance measures for Emergency Communications.
- Provide information and gather input on critical work occurring within Emergency Communications.

Department Description

The department of Emergency Communications (ECC) manages and maintains critical public safety communications and allied technology systems that are used by first responders throughout the County and are integrated with interrelated systems in the region. The ECC works closely with our 20 public safety law, fire and emergency medical partner agencies throughout the county to maintain high levels of service delivery.

The county's 24/7/365 public safety call center handles close to one million telephone calls per year and is the largest in the state. Serving approximately 9% of the state's population, the Ramsey County ECC receives 11% of the state's 9-1-1 call volume.

The department connects those in need to an effective and seamless continuum of public safety services and emergency responders; maintaining and operating emergency public notification systems; answering 911 calls within established public safety standards and dispatching emergency responders in a timely manner.

Emergency Communications and Ramsey County Mental Health lead the region in the integration of direct Mental Health referrals. Emergency Communications plays a central role in developing changes in the county's public safety delivery by participating in the Appropriate Responses workgroup which seeks to develop new resources to better serve the communities within Ramsey County.

Measure 1 – Aligning talent attraction, retention and promotion

	<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2022 Actual</i>	<i>2023 Estimate</i>
1(a)	Attraction: Percentage of department staff who are racially and ethnically diverse and/or American Indian	24%	26%	27%	26%	28%
1(b)	Retention: Annual permanent staff turnover rate	13%	21%	26%	27%	25%
1(c)	Promotion: Percentage of formal leaders by race/ethnicity (directors, managers, supervisors)	UNK	UNK	6%	6%	12%

- ECC has 21 St. Paul employees remaining from the Public Safety Answering Point (PSAP) consolidation. They are not represented in our workforce statistics.

Measure takeaway

Reduce hiring barriers (in partnership with Human Resources)

- Updated our Exam and Screening process – essay questions to yes/no style and auto score exam to speed process.
- Lowered typing requirement to better align with the region.
- Updated minimum qualifications to broaden our applicant pool.
- Changed from a “rule of 10” list to a “banded list” to allow an opportunity to interview more racially and ethnically diverse talent.
- Diversified our interview panel.

Recruitment (in partnership with County Communications and Metre)

- Advertise plan to recruit from underserved zip codes to attract those that live in Ramsey County.
- Advertise on more social media spaces to include Facebook, Twitter and local radio stations.
- Advertise job posting in more social media spaces like ZipRecruiter, Mn Works, Indeed, LinkedIn.

Measure takeaway (continued)

Retention

- County board approved Salary Adjustments for 911 Telecommunicators and Public Safety Dispatchers 12/20/2022.
- Continue to develop strategies for handling our attrition.
- In 2020, we recognized the need to shift culture, last 24 months working with consultant Hue Life to develop our 8 pillars of excellence.
- 107 out of the 123 current employees have completed Race Equity in Action training.
- Supervisors are continuing to work with Racial Health Equity Administrator to continue to normalize conversations about race and systemic racism in the workplace.

Measure 3 – Residents first: Effective, efficient and accessible operations

	<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2022 Actual</i>	<i>2023 Estimate</i>
3	% of 911 calls answered within 15 seconds.	98%	98%	98%	98%	98%

- National recommendation that 95% of 911 calls should be answered within 15 seconds.
- Ramsey County's ECC has met and exceeded the national standard historically. While this is only one standard we measure, in addition to average speed of answer for 911 calls and total calls made and received, this shows the dedication of our staff, especially through some difficult staffing years.

Measure 4 – Advancing racial and health equity and shared community power

	<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2022 Actual</i>	<i>2023 Estimate</i>
4	% of events and meetings attended for community outreach, community feedback and public education that are racially & ethnically diverse.	-	-	50%	75%	80%

ECC plays a central role in the county’s process to create different pathways and responses for public safety to the communities of Ramsey County. Developing these new responses through community engagement with under-served communities will help to create racial and health equity.

Measure Takeaway

Community Engagement

Appropriate Response Initiative

- Developing new buckets of responses to community calls for service
- Differs from the current traditional model (Law, Fire, EMS)
- Non-traditional, Co-Response and Community Response

Race Equity Community Engagement Action Team

- Developing a community engagement plan, that's really focused on creating authentic relationships with community, in a way that's transparent and builds trust
- Building better relationships with community elders, trusted leaders, and organizations that are community resources

Work Force Solutions

- Attend job fairs with an intentional focus of recruitment
 - 2022 First time we participated in pathways program
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Looking ahead

- Request for Quote
 - Creation of a video in partnership with youth to show “A day in the life of a Emergency Telecommunicator”.
 - Would be used as an education and recruitment tool.
 - Will be through the lens of youth.
 - Continue partnership Pathways program and active recruitment efforts.
 - Engagement with Youth Advisory Council through Transforming Systems Together.
 - Focus on creating spaces to have intentional conversations 1:1 with staff.
 - At the service team level, participating in the Residence Academy with other Safety and Justice Departments.
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Questions?