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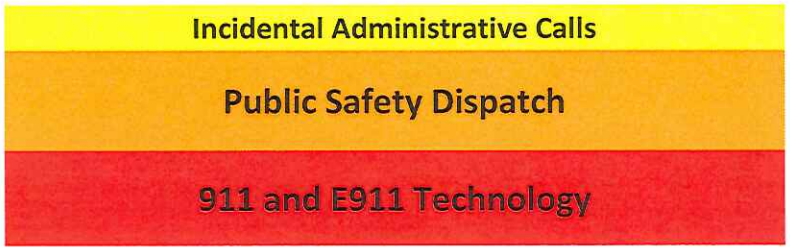
Stack of Dispatch Services



Stack 1

Stack 2

Variables:

- Number of public safety agencies served
- Number of non-public safety agencies served
- Overall volume of activity

PSAP Staffing

- Performance standards
  - Within 3 rings
  - 90% of calls within 10 seconds
  - Emergency callers don't have much patience for too many rings or being put on hold.
- Models for staffing
  - Use erlangs (complex modeled data)
  - Use peer centers data
  - APCO Retain model (more straight forward)
  - Reality: budget
- Different nature of emergency dispatch
  - Processing time (call, dispatch, document,...)
  - Calls come in when they come in, not at regular intervals
  - Need room for emergencies
  - Rounding rules
- Vicious cycle of understaffing and turnover
  - Dispatch centers are often understaffed
  - Understaffing creates stress for personnel
  - Stress from understaffing creates personnel turnover
  - Personnel turnover causes understaffing