APD EMERGENCY COMMUNICATIONS DIVISION

05/05/2014

After Action Report – 2013 Halloween Flood

Overview

- 9-1-1 Call Volume and Staffing

- Overall Recommendations

- Current Situation

5/7/2014

9-1-1 Call Volume and Staffing

9-1-1 Calls - October 31, 2013										
Hour	**12:00 AM**	**1:00 AM**	**2:00 AM**	**3:00 AM**	**4:00 AM**	**5:00 AM**	**6:00 AM**	**7:00 AM**	**8:00 AM**	**9:00 AM**
911 Calls	103	122	83	60	35	117	439	336	223	152
Abandoned	4	13	1	4	0	19	128	30	1	12
Average 9-1-1 call load (Thursdays)						29	44	71	92	99
Percentage Increase above an Average Thursday						303%	898%	373%	142%	54%
911 Call Duration (In Seconds)		**Halloween**				179	198	142	107	118
		October 2013				150	111	130	103	117

PSAP ANSWER TIMES - 9-1-1 CALLS						
Seconds	**5:00 AM**	**6:00 AM**	**7:00 AM**	**8:00 AM**	**9:00 AM**	**Totals**
0-10	53 (45.3%)	52 (11.9%)	207 (61.9%)	204 (91.5%)	107 (70.8%)	623 (49.3%)
11-20	2 (1.7%)	41 (9.3%)	30 (9.0%)	6 (2.7%)	12 (7.3%)	91 (7.1%)
21-60	24 (20.5%)	149 (34.0%)	73 (21.3%)	9 (4.0%)	16 (10.6%)	271 (21.3%)
61-120	27 (23.1%)	138 (31.4%)	12 (3.6%)	4 (1.8%)	16 (10.6%)	197 (15.6%)
120+	11 (9.4%)	59 (13.4%)	14 (4.2%)	0 (0%)	1 (0.7%)	85 (6.7%)
Totals	**117**	**439**	**336**	**223**	**152**	**1,267**

Staffing - October 31, 2013					
Position	**5:00 AM**	**6:00 AM**	**7:00 AM**	**8:00 AM**	**9:00 AM**
9-1-1	7	16	16	16	13
N-E	4	0	0	0	3
Totals	**11**	**16**	**16**	**16**	**16**

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Overall Recommendations

- Improved Emergency Notification System product and protocol
- Emergency Preparedness training and policy for Communications personnel
- Clear protocol for alternative call transfer options
- Develop instruction template for specialized events
- Improved coordination between agencies during large-scale events

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Current Situation

- New Emergency Notification System implemented in January 2014
- Practical application of Emergency Preparedness improvements
- Developing written procedures for alternative call transfer options
- Working with AFD and EMS to develop templates
- Future Communications-specific tactical training to be shared with CTECC partners

5/7/2014

Questions?

THANK YOU

5/7/2014