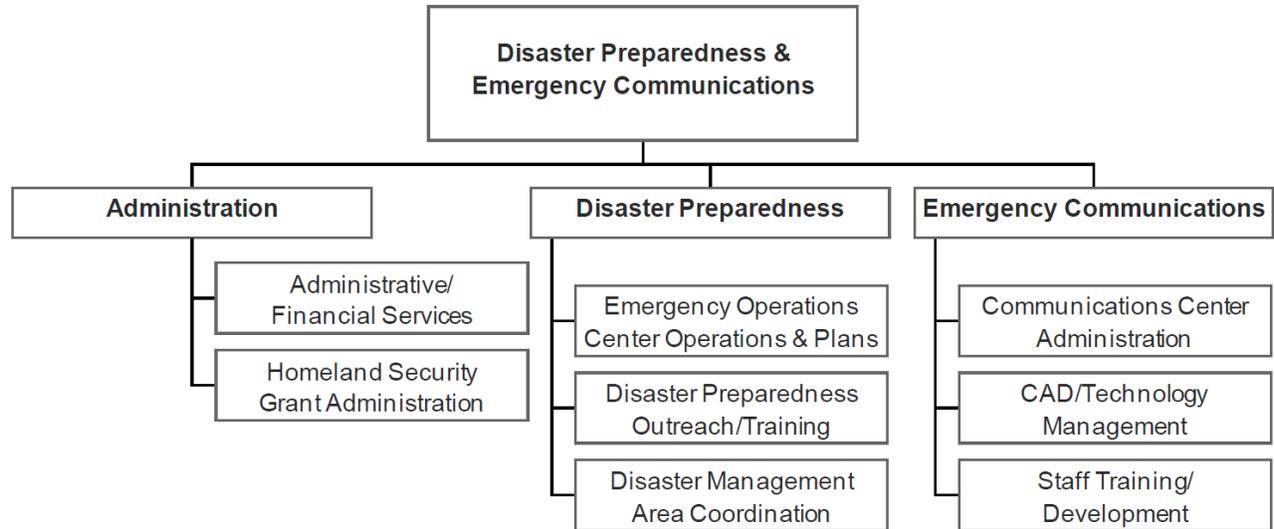


Disaster Preparedness & Emergency Communications



Reginald Harrison, Director

Robert Belcher, Communications Center Officer

Diane Brown, Administration & Grants Officer

Vacant, Disaster Preparedness Officer

Department Overview

Mission:

The mission of the Disaster Preparedness and Emergency Communications Department is to protect the lives and property of the community and first responders through comprehensive planning, training and communication to ensure that daily requests for emergency services, as well as preparedness, response, and recovery from major emergencies and disasters, is completed in an effective and efficient manner.

Core Services:

- Coordinate and administer the Citywide emergency preparedness plans to ensure that City employees and key Community Partner Organizations (CPOs) know their role in the event of a major emergency or disaster.
- Provide all-hazards planning, training, and exercise coordination to ensure that City employees are prepared to manage an event and assist in the recovery from a major emergency or disaster.
- Coordinate and administer the Citywide Homeland Security Grants program to ensure that the City maximizes the receipt and use of grant awards to prepare the City for a major emergency or disaster.
- Coordinate the efforts of the Los Angeles County Disaster Management Area F, which includes the cities of Long Beach, Avalon, and Signal Hill.
- Provide emergency communication services for police, fire, and emergency medical service responses for the community and the City's first responders.
- Coordinate the planning and implementation of a Consolidated Emergency Communications Division to incorporate Police and Fire Emergency Communications Center operations.
- Maintain the readiness of the Emergency Communications and Operations Center (ECOC) by facilitating repairs and upgrading the facility as needed.

FY 19 Focus:

The Disaster Preparedness and Emergency Communications Department will work to ensure that City Departments and CPOs are aware of their roles in the Citywide Emergency Operations and Hazard Mitigation Plans, as well as provide employees and CPOs with basic disaster response and recovery information to better prepare the City in the event of a major emergency or disaster.

The Department will continue outreach efforts to neighborhood organizations to train and partner on resiliency projects, increasing their ability to recover following a major emergency or disaster.

The Department will continue outreach to residents on AlertLongBeach and Deaf Link (for the deaf, hearing-impaired, or blind), to increase the City's communications abilities in the event of a disaster, through outreach events, social media and informational materials.

The Department will continue to enhance Citywide oversight of the Homeland Security Grants Program to maximize the award of grant funds for safety and non-safety City departments, and ensure the maximum value of the funds are expended.

The Emergency Communications Centers will continue to manage and maintain call-taking times within industry standards and refine procedures to maximize staffing efficiencies. Management and staff will focus on the development and implementation of the consolidated training programs for existing supervisors and Public Safety Dispatchers, as well as continue to reduce vacancy levels in the communication centers.

Department Performance Measures

Key Measure	FY 17 Actual	FY 18 Target	FY 18 Estimate	FY 19 Projection
Number of disaster preparedness training/ outreach events conducted for City employees, Community Partner Organizations (CPO), and the community	42	25	48	40

The Department will continue to provide a variety of City, CPO and community trainings, including events with the American Red Cross, local hospitals, Long Beach Unified School District, California State University Long Beach and Long Beach City College, as well as outreach events to further the development of the City’s comprehensive disaster response and readiness efforts. Additionally, the Department will continue connecting with neighborhood organizations, supporting personal preparedness and community resiliency. The Disaster Preparedness Division will build on current training and information sharing activities with Department Heads and CPOs, supporting an infrastructure that will be critical in an incident. The Department also coordinates with Long Beach CERT to assist in the organization of the annual Ready Long Beach community event. In addition to training, the Department will conduct outreach to the community through social media, campaigns, informational guides, and disaster preparedness events.

Key Measure	FY 17 Actual	FY 18 Target	FY 18 Estimate	FY 19 Projection
Number of Public Safety Dispatcher candidates processed for recruitment	244	150	115	150

Communication Center supervision and management continue to focus on the continuous recruitment of eligible Public Safety Dispatch candidates to maintain manageable staffing levels for efficient operations, as well as planning for the cross-training for consolidation of the operations. New recruitment will continue in FY 19 with assistance from Civil Service.

Key Measure	FY 17 Actual	FY 18 Target	FY 18 Estimate	FY 19 Projection
% of 9-1-1 calls for service answered within industry standards	90.6	90.0	91.0	90.0

The Police and Fire Communications Centers are the first contact for the community when Police, Fire or emergency medical services are needed. The speed and accuracy of the call-taking and dispatch services is critical to getting the appropriate first responders to the calling parties as soon as possible. Therefore, the Communication Centers manage and deploy the Communication Centers resources to meet the industry standard of answering 90 percent of 9-1-1 phone calls within 10 seconds or less. Staffing plan and procedures are regularly reviewed to ensure that these standards are met.

FY 18 Accomplishments

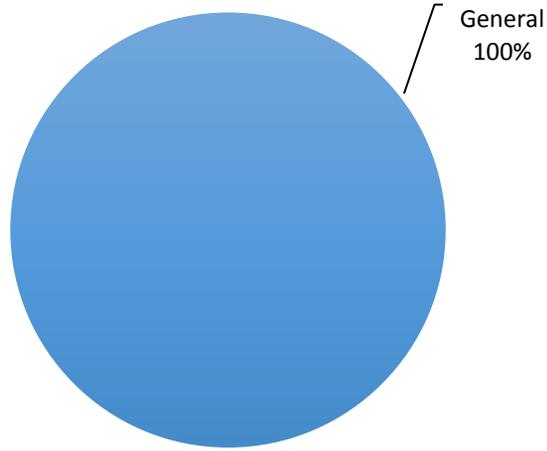
- Replaced the Public Safety Dispatch radio system with new, up-to-date technology that is compatible with other Los Angeles County law and fire agencies, allowing for interoperable communications and coordination within the region. This \$7 million upgrade was funded through Homeland Security Funds.
- Launched two *Map Your Neighborhood* (MYN) pilot programs in Long Beach, which teaches communities how to identify risks and resources in their neighborhoods and prepares residents to work together in the event of a disaster.
- Implemented the Long Beach Disaster Relief Fund in collaboration with the Long Beach Community Foundation to provide an opportunity for Long Beach residents and businesses to contribute to local recovery efforts.
- Implemented Text to 9-1-1 services for residents who are hearing and/or speech impaired, and those who are in situations where it is too dangerous to dial 9-1-1 for assistance during an emergency, and publicized the Federal Communications Commission's "Call if you can – text if you can't" slogan.
- Replaced and upgraded the 9-1-1 emergency communications telephone system, which residents use to call for police, fire, or emergency medical services. The upgrade comes with several advantages and some services are still in development. This \$1.2 million project was paid for using State 9-1-1 funds.
- Received 690,533 calls, handled 277,564 outbound calls and dispatched 210,984 calls in the Police Communications Center, and received 184,782 calls, handled 37,783 outbound calls and dispatched 61,563 calls in the Fire Communications Center, in calendar year 2017.
- Continued cross training existing Police and Fire Public Safety Dispatchers (PSD) in Police Officers Standards and Training (POST) and Emergency Medical Dispatch (EMD). Cross discipline work assignments have been utilized to reduce mandatory overtime assignments. There are seven employees fully cross-trained and an additional six in various stages of training.
- Administered over \$14 million of Homeland Security Grant Program (HSGP) funds for disaster preparedness training and equipment acquisition Citywide.
- Completed the application to implement the FEMA-managed Wireless Emergency Alert (WEA) messaging system, which will allow the City to send WEA messages to residents and visitors to Long Beach within targeted areas across multiple communications platforms and mobile/cellular devices. No sign up is needed to receive messages.
- Conducted outreach to over 30 community, business, and resident groups on disaster preparedness and communication through participation in large- and small-scale events throughout the city. Facilitated nine training sessions with 360 attendees for emergency response training.
- Activated the Emergency Operations Center (EOC) at Level I to monitor and manage severe weather conditions during potential storm events. EOC staff coordinated with Police, Fire, Public Works, Health departments and outside agencies to ensure a coordinated preparedness, response, and recovery plan.
- Processed over 60 FEMA required reimbursement workbooks and supporting documentation files from the 2017 Winter Storm events. Coordinated with City departments, and state and federal partners to gather information to support the reimbursement of over \$600,000 to date.

FY 18 Accomplishments

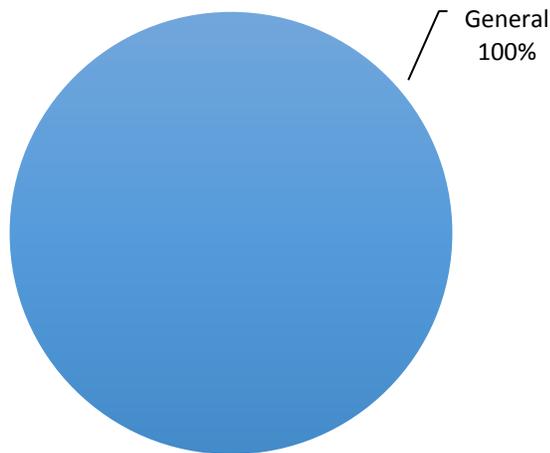
- Changed the March 2018 “Tsunami Preparedness Week” into “Tsunami Preparedness Month” by conducting tsunami preparedness activities focused on educating residents on how to survive a tsunami through the month. Activities included, coordinating the City’s second annual Tsunami Evacuation and Resource Fair, collaborating to hold a Tsunami Science and Preparedness Panel at The Aquarium of the Pacific, and posting preparedness tips via Facebook Live and other social media content.
- Continued to update and disseminate disaster preparedness information using traditional media (such as print) and social media platforms (including Facebook Live broadcasts) to cover a wide range of topics including: Severe Weather, Earthquake Preparedness, How to Build an Emergency Kit, Disaster Preparedness for Businesses, How to Call 9-1-1, Disaster Preparedness for Older Residents, Disaster Preparedness for Persons with Disabilities, How to Survive a Tsunami Guide, Disaster Preparedness for Pet Owners, City Employee Preparedness, AlertLongBeach, and Beat the Heat.
- Created and facilitated training with City departments on topics such as Active Shooter: Run, Hide, Fight, and EOC/Department Operations Center (DOC) activation training and tabletop exercises.

FY 19 Budget

FY 19 Revenues by Fund



FY 19 Expenditures by Fund



Fund Impact

Fund	Revenues	Expenditures	Fund Impact
General	88,347	12,732,532	(12,644,185)
Total	88,347	12,732,532	(12,644,185)

Summary of Changes*

GENERAL FUND	Impact	Positions
Downgrade the Administrative Bureau Manager position to Special Projects Officer to better align with the actual responsibilities of the position.	(44,917)	--
Downgrade and change the title of the budgeted Disaster Preparedness Manager position to Disaster Preparedness Officer to better align with the actual responsibilities of the position.	(56,721)	--
Increase budget for the Emergency Communications Officer to reflect the expanded duties and responsibilities of the position.	17,487	--

*For ease of review, reallocations of resources within departments, offsets, adjustments, and minor changes have not been included. As figures reflect the net impact to a fund, an increase in expense is shown as a positive number (cost/hit to fund) and a decrease in expense is shown as a negative number (savings/benefit to fund). Accordingly, a decrease in revenue is shown as a positive number (cost/hit to fund), and an increase in revenue is shown as a negative number (savings/benefit to fund).

Disaster Preparedness Division

Key Services:

1. Citywide Disaster Preparedness

- Citywide Emergency Operations Plans
- Communications and Outreach
- Employee Training
- Citywide Disaster Preparedness Trainings and Exercises
- Area F Disaster Management Area Coordinator Representation

2. Emergency Operations Center Operations and Plans

- EOC Systems Maintenance
- ECOC Facilities Repair and Maintenance
- EOC Operations & Security
- EOC Capital Improvement Projects
- EOC Facility Usage
- EOC Plan Updates

FY 19 Funding Source: General Fund 100%

Disaster Preparedness	Actuals FY 17	Adjusted* FY 18	Adopted** FY 19
Revenues	6,069,080	197,334	-
Expenditures	7,631,312	1,662,858	1,435,336
FTEs	3.00	4.30	4.30

*Amounts as published in the FY 19 Proposed Budget released July 3, 2018

**Amounts exclude all-years carryover.

Narrative:

The Disaster Preparedness Division will continue to provide coordination of training and outreach for City departments, CPOs, and the residents, including various disaster preparedness training exercises/drills, participation in community events, and presentations to residents (e.g. through neighborhood associations). The Division will utilize social media to educate the community on personal preparedness and local resources, and to share disaster-related information to the public during an incident.

The Division will represent the City as the Area F (Long Beach, Signal Hill, and Avalon) Disaster Management Area Coordinator in Los Angeles County. It will maintain and update the City's Emergency Operations Plan and Natural Hazard Mitigation Plan as necessary.

The Division will initiate outreach to the Neighborhood organizations to train and partner on resiliency projects, which will help neighborhoods increase their ability to survive a major emergency of disaster.

The Division will continue outreach to residents on AlertLongBeach and Deaflink (for the deaf, hearing-impaired and blind) to increase the City's communications abilities in the event of a disaster, through outreach events, social media, and informational materials.

The Division will provide on-going Continuity of Operations Plan (COOP) awareness to departments to ensure the safety of employees and the resumption of time-sensitive operations and services in case of emergencies. The City of Long Beach provides vital services to its citizens. As a result, reliability is the fundamental mission of every department in the City. Should a crisis disrupt essential departmental operations, the City would not be able to fulfill fundamental missions in the absence of Continuity of Operations Planning.

Disaster Preparedness Division

The Division will pursue opportunities to increase awareness and understanding of the challenges and support requirements of those with disabilities as well as access and functional needs for inclusion in the City's whole community response plans. Integrating resources and best practices to support those with disabilities as well as access and function needs into existing City plans, such as the Emergency Operations Plan and the Hazard Mitigation Plan, is a division priority in FY 19. The Emergency Communications and Operations Center facility and systems will be maintained and upgraded as necessary, as funding is available.

Administration Division

Key Services:

1. Administration and Financial Services

- Administrative Services
- Financial Services
- Homeland Security Grant Administration
- Personnel and Recruitment
- Purchasing and Contracts

FY 19 Funding Source: General Fund 100%

Administration	Actuals FY 17	Adjusted* FY 18	Adopted** FY 19
Revenues	-	-	-
Expenditures	719,129	944,056	955,997
FTEs	4.00	4.00	4.00

*Amounts as published in the FY 19 Proposed Budget released July 3, 2018

**Amounts exclude all-years carryover.

Narrative:

The Administration Bureau will continue to provide the coordination of the Department's financial, budget, purchasing, personnel, and administrative functions. The Citywide Homeland Security grants administration services will continue to coordinate Citywide response efforts by bringing grant funded projects to the City (training, exercises, planning, and equipment) and maximizing grant awards and reimbursements, supporting a region that is prepared to respond to and recover from disasters.

Emergency Communications Division

Key Services:

1. Emergency Communications

- Call Taking (9-1-1 and 7-digit)
- Emergency Dispatch and Resource Allocation
- Tactical Operations Support
- Intra-agency emergency support coordination
- Staff Training and Development
- CAD and Technology Systems Management
- Data Analysis and Reporting
- Investigative Support

FY 19 Funding Source: General Fund 100%

Emergency Communications	Actuals FY 17	Adjusted* FY 18	Adopted** FY 19
Revenues	-	88,347	88,347
Expenditures	9,427,942	10,030,627	10,341,199
FTEs	85.00	81.00	81.00

*Amounts as published in the FY 19 Proposed Budget released July 3, 2018

**Amounts exclude all-years carryover.

Narrative:

The Communications Centers will continue to manage operations to maximize the efficiency of call-taking and dispatch operations to best provide services for the community and the City's first responders.

Supervision and management will provide a continuous effort to maintain staffing levels, which involves the recruitment and training of new and lateral public safety dispatcher candidates to ensure effective staffing for operations and consolidation cross-training, as well as a work-life balance for employees.

The comprehensive and thorough cross-training of existing staff continues, with the successful completion of cross-training by seven existing Public Safety Dispatchers to date, with six additional employees continuing cross-training. Management continues to work with the Emergency Medical Director in charge of the City's Emergency Medical Services Program to review and approve a consolidated call-taking protocol.

The Division deployed Text-to-9-1-1 capabilities to Long Beach and the region in December of 2017. In coordination with Los Angeles County and participating cities, Long Beach implemented an education campaign on the Text-to-9-1-1 option. Communications Center staff also completed a \$1.2 million upgrade of the 9-1-1 phone system with the funding of State of California 9-1-1 funds.

Communications Center staff, in coordination with Technology and Innovation staff, completed a nearly \$7 million Homeland Security Grant-funded project upgrading the City's dispatch consoles, microwave network, and core system with up-to-date technology. The City's Police, Fire, Public Works, Parks, Recreation and Marine, Disaster Preparedness, Airport and other departments rely on this equipment for day-to-day and emergency response radio communications.

Emergency Communications Division

The FY 18 Budget included new consolidated job classifications, subject to meet and confer, to provide the organizational and compensation structure for consolidated call-taking and dispatching, as well as appropriately provide for 24/7 supervisory coverage in the communication centers. In FY 19, new and cross-trained employees will be placed into the new job classifications, a process that will continue over several years during the transition to a fully consolidated Communications Center.

Financial Summary by Category

	Actual FY 17	Adopted* FY 18	Adjusted** FY 18	Adopted* FY 19
Revenues:				
Property Taxes	-	-	-	-
Other Taxes	-	-	-	-
Franchise Fees	-	-	-	-
Licenses and Permits	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	44,061	-	-	-
Revenue from Other Agencies	6,025,019	-	197,334	-
Charges for Services	-	88,347	88,347	88,347
Other Revenues	-	-	-	-
Interfund Services - Charges	-	-	-	-
Intrafund Services - General Fund Charges	-	-	-	-
Harbor & Water P/R Rev Trsfs	-	-	-	-
Other Financing Sources	-	-	-	-
Operating Transfers	-	-	-	-
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Total Revenues	6,069,080	88,347	285,681	88,347
Expenditures:				
Salaries, Wages and Benefits	8,712,233	10,864,048	10,727,399	10,863,699
Overtime	1,139,270	223,684	223,684	223,684
Materials, Supplies and Services	6,989,964	506,080	714,828	500,078
Internal Support	936,915	971,630	971,630	1,145,071
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers to Other Funds	-	-	-	-
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Total Expenditures	17,778,382	12,565,442	12,637,541	12,732,532
Personnel (Full-time Equivalents)	92.00	89.30	89.30	89.30

* Amounts exclude all-years carryover. See budget ordinance in the back of this document.

** Amounts as published in the FY 19 Proposed Budget released July 3, 2018.

Personnel Summary

Classification	FY 17 Adopt FTE	FY 18 Adopt FTE	FY 19 Adopt FTE	FY 18 Adopted Budget	FY 19 Adopted Budget
Director-Disaster Prep & Emergency Comm	1.00	1.00	1.00	216,493	220,822
Administrative Analyst I	1.00	-	-	-	-
Administrative Analyst II	-	1.00	1.00	82,973	84,951
Administrative Analyst III	1.00	1.00	1.00	91,634	96,505
Clerk Typist III-NC	-	0.30	0.30	12,277	12,523
Communications Center Coordinator	-	3.00	3.00	306,224	289,514
Communications Center Supervisor	6.00	-	-	-	-
Community Program Technician II	-	1.00	1.00	43,154	46,647
Disaster Preparedness Officer	-	-	1.00	-	104,000
Emergency Communicator Supervisor I	-	15.00	15.00	1,249,279	1,274,263
Emergency Communicator Supervisor II	-	3.00	3.00	283,838	289,514
Manager-Administration	1.00	1.00	-	146,586	-
Manager-Disaster Management	1.00	1.00	-	143,097	-
Payroll/Personnel Assistant II	1.00	1.00	1.00	50,535	51,546
Public Safety Dispatcher II	35.00	-	-	-	-
Public Safety Dispatcher III	31.00	-	-	-	-
Public Safety Dispatcher IV	12.00	-	-	-	-
Public Safety Telecommunicator II	-	58.00	58.00	4,053,466	4,134,533
Secretary	1.00	2.00	2.00	93,198	97,679
Special Projects Officer	1.00	1.00	2.00	102,001	232,781
Subtotal Salaries	92.00	89.30	89.30	6,874,754	6,935,278
Overtime	-	-	-	223,684	223,684
Fringe Benefits	-	-	-	3,929,897	4,021,891
Administrative Overhead	-	-	-	141,728	138,891
Attrition/Salary Savings	-	-	-	-	(161,289)
Expenditure Transfer	-	-	-	(82,330)	(71,072)
Total	92.00	89.30	89.30	11,087,732	11,087,383