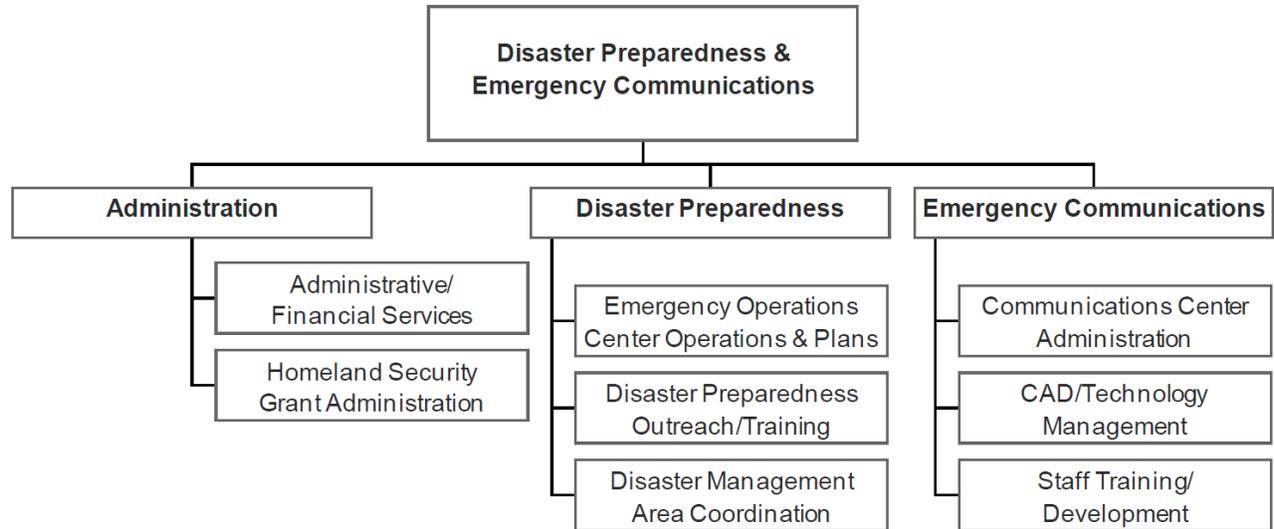


Disaster Preparedness & Emergency Communications



Reginald Harrison, Director

Robert Belcher, Communications Center Officer

Diane Brown, Administration & Grants Officer

Francisco Soto, 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 20 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 continue to 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 18 Actual	FY 19 Target	FY 19 Estimate	FY 20 Projection
Number of disaster preparedness training/outreach events conducted for City employees, Community Partner Organizations (CPO), and the community	46	25	45	30

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 efforts, and building 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, such as Ready Long Beach and the annual Tsunami Walk and Preparedness Fair.

Key Measure	FY 18 Actual	FY 19 Target	FY 19 Estimate	FY 20 Projection
Number of Public Safety Dispatcher candidates processed for recruitment	183	150	216	150

Communication Center supervision and management continue to focus on the recruitment of eligible Public Safety Dispatch candidates to maintain manageable staffing levels for efficient operations, as well as planning for cross-training for consolidation of the operations. Strategies used by the Department include continuous open recruitment, outreach on social media, recruitment workshops, dispatch center sit-alongs, and approval for additional training academies. The activities will continue in FY 20 with assistance from Civil Service and the Human Resources Department.

Key Measure	FY 18 Actual	FY 19 Target	FY 19 Estimate	FY 20 Projection
% of 9-1-1 calls for service answered within industry standards	90	90	91	90

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 19 Accomplishments

- Implemented SALUS, a cloud-based emergency management, and information sharing platform that integrates private and public sector data into actionable information during times of disaster, enabling rapid, data-driven decision-making.
- Expanded efforts of the *Ready Your Long Beach Neighborhood* program to additional neighborhoods. Map Your Neighborhood teaches communities how to identify risks and resources in their neighborhoods and prepares residents to work together in the event of a disaster.
- In coordination with the Center for Homeland Defense and Security, facilitated a FEMA-approved executive education seminar designed around a terrorist activity that impacted several City facilities and overall infrastructure. Over 75 public safety personnel and executive leadership from the City attended, in addition to local and regional partners including the FBI, LA County Fire and Police, St. Mary Medical Center, the Coast Guard, Long Beach Transit, and representatives from utility companies.
- In calendar year 2018, the Police Communications Center received 638,554 calls, handled 220,595 outbound calls, and dispatched 205,914 calls. The Fire Communications Center, received 135,967 calls, handled 33,198 outbound calls, and dispatched 60,423 calls.
- For the first time in recent history, the Department achieved full staffing of all 80 budgeted Police and Fire dispatcher positions. This is significant because full staffing ensures 9-1-1 calls are answered in a timely manner and reduced mandatory overtime.
- 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 five dispatchers cross-trained (either cross-trained on phones, or cross-trained on both radios and phones) and an additional ten staff in various stages of cross-training.
- Partnered with Rapid Deploy (RapidSOS), a cloud-based mapping and analytics service provider, to improve location accuracy for 9-1-1 calls made from wireless devices. This technology enables staff to dispatch first responders to precise locations, even if callers cannot provide the information or does not know their location.
- In partnership with the USGS, and regional partners, the department assisted in developing and launching ShakeAlertLA, a mobile application designed to provide advanced warning of earthquakes through smartphones, desktops, and other notification systems.
- Partnered with the Health and Human Services Department to pilot a program to position a homeless services outreach worker in the 9-1-1 center to provide information to non-urgent callers regarding homeless services that are available to persons experiencing homelessness.
- Administered over \$6.7 million of Homeland Security Grant Program (HSGP) funds for disaster preparedness training, planning, and equipment acquisition Citywide. Reviewed and submitted over 300 packets for reimbursement of FEMA grant funds.
- Reviewed and updated various disaster preparedness plans to ensure documentation of processes and inclusion of accountability for persons with access and functional needs. Plans reviewed or updated included communications, evacuation and sheltering plans.
- Developed a Crisis Communication plan in coordination with the City Manager's Office and other departments. This plan describes the City's efforts to ensure the rapid, accurate, and coordinated

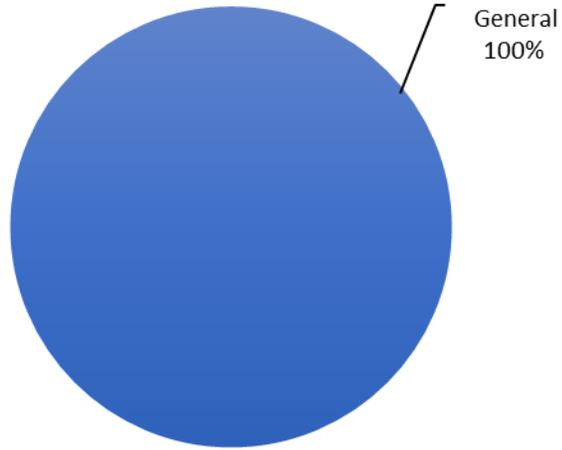
FY 19 Accomplishments

release of information during a crisis or disaster. It is intended to prepare and guide the City's Public Information Officers in managing the dissemination of emergency messaging during an Emergency Operations Center (EOC) activation.

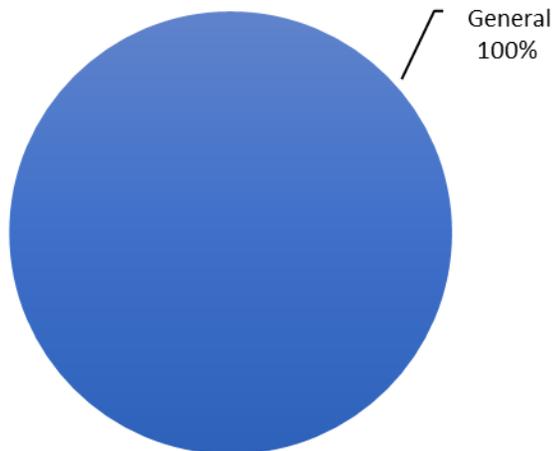
- Conducted outreach at over 27 community events and meetings on disaster preparedness and communication through participation including the 2019 Tsunami Walk and Resource Fair, Ready Long Beach, Beach Streets, LBUSD Back-to-School Night, parent-teacher association meetings, neighborhood associations, and Ready Your Long Beach Neighborhood sessions
- Coordinated 19 sessions for City staff and community partners on emergency response topics such as preparations for winter storms and use of the City's VEOCI (virtual emergency operations center) platform. Administered over \$490,000 in Homeland Security Grant Funds to conduct FEMA approved training programs including Basic and Advanced Public Information, Essentials of EOC Operations and All-Hazard Incident Management Team. Equipment acquisition includes a mobile charging trailer, sheltering resources, and equipment for a mobile field hospital.
- 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 and Human Services departments and outside agencies to ensure a coordinated preparedness, response, and recovery plan.
- 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.
- Received an industry Award of Recognition from the Business and Industry Council for Emergency Planning and Preparedness (BICEPP). The award was in recognition of our contributions to the field of emergency preparedness and service to the council.
- Staff within the Emergency Communications Bureau received an Outstanding Achievement by a Team Award from the California Public-Safety Radio Association (Fire Communications), and a Unit Citation from the Police Department (Police Communications), for their handling of the 4th Street Incident involving Fire Captain David Rosa and Firefighter Ernesto Torres.

FY 20 Budget

FY 20 Revenues by Fund Group



FY 20 Expenditures by Fund Group



Fund Impact

Fund Group	Revenues	Expenditures	Fund Impact
General	88,347	12,739,724	(12,651,377)
Total	88,347	12,739,724	(12,651,377)

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 20 Funding Source: General Fund Group 100%

Disaster Preparedness	Actuals FY 18	Adjusted* FY 19	Adopted** FY 20
Revenues	223,528	1,386,090	-
Expenditures	3,020,645	2,847,387	1,140,889
FTEs	4.30	4.30	3.00

*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

**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 neighborhood organizations to train and partner on resiliency projects (such as *Ready Your Long Beach Neighborhood*), which will help neighborhoods increase their ability to survive a major emergency or 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

Disaster Preparedness Division

operations, the City would not be able to fulfill fundamental missions in the absence of Continuity of Operations Planning.

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, continues to be a division priority.

The Emergency Communications and Operations Center facility and systems will be maintained and upgraded as necessary, as funding is available. The Division will continue to seek opportunities to leverage new technologies and efficiencies that support emergency management efforts and community preparedness.

Administration Division

Key Services:

1. Administration and Financial Services

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

FY 20 Funding Source: General Fund Group 100%

Administration	Actuals FY 18	Adjusted* FY 19	Adopted** FY 20
Revenues	-	-	-
Expenditures	1,064,170	954,987	1,469,119
FTEs	4.00	4.00	5.30

*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

**Amounts exclude all-years carryover.

Narrative:

The Administration Division 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.

The Division will also continue to support personnel and recruitment efforts to ensure that vacant positions are filled in a timely and effective manner. Staff will continue to provide quality administrative support to ensure properly handling of timecards, communication about benefits and employee resources, and other personnel matters.

The Division will continue to support the strategic vision of the department including methods for reducing costs, identifying additional funding mechanisms, connecting to citywide initiatives, and enhancing efficiencies.

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 20 Funding Source: General Fund Group 100%

Emergency Communications	Actuals FY 18	Adjusted* FY 19	Adopted** FY 20
Revenues	136,176	88,347	88,347
Expenditures	9,405,257	10,320,747	10,129,715
FTEs	81.00	81.00	81.00

*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

**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. The Emergency Communications Division will continue efforts to identify and use new technologies that support a rapid and accurate response for callers to 9-1-1 and 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 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 20, the Communications Centers will continue to cross-train employees and place them 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 18	Adopted* FY 19	Adjusted** FY 19	Adopted* FY 20
Revenues:				
Property Taxes	-	-	-	-
Other Taxes	-	-	-	-
Franchise Fees	-	-	-	-
Licenses and Permits	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	(11)	-	-	-
Revenue from Other Agencies	223,106	-	1,386,090	-
Charges for Services	134,037	88,347	88,347	88,347
Other Revenues	2,571	-	-	-
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	359,703	88,347	1,474,437	88,347
Expenditures:				
Salaries, Wages and Benefits	8,906,417	10,863,699	10,841,227	11,016,377
Overtime	1,418,372	223,684	223,684	223,684
Materials, Supplies and Services	2,239,828	500,078	1,913,139	504,906
Internal Support	925,455	1,145,071	1,145,071	994,757
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers to Other Funds	-	-	-	-
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Total Expenditures	13,490,072	12,732,532	14,123,121	12,739,724
Personnel (Full-time Equivalents)	89.30	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 20 Proposed Budget released July 3, 2019.

Personnel Summary

Classification	FY 18 Adopt FTE	FY 19 Adopt FTE	FY 20 Adopt FTE	FY 19 Adopted Budget	FY 20 Adopted Budget
Director-Disaster Prep & Emergency Comm	1.00	1.00	1.00	220,822	220,823
Administrative Analyst II	1.00	1.00	1.00	84,951	73,051
Administrative Analyst III	1.00	1.00	1.00	96,505	96,505
Clerk Typist III-NC	0.30	0.30	0.30	12,523	12,523
Communications Center Coordinator	3.00	3.00	3.00	289,514	289,514
Community Program Technician II	1.00	1.00	1.00	46,647	49,374
Disaster Preparedness Officer	-	1.00	1.00	104,000	104,000
Emergency Communicator Supervisor I	15.00	15.00	15.00	1,274,263	1,274,262
Emergency Communicator Supervisor II	3.00	3.00	3.00	289,514	289,514
Manager-Administration	1.00	-	-	-	-
Manager-Disaster Management	1.00	-	-	-	-
Payroll/Personnel Assistant II	1.00	1.00	1.00	51,546	51,546
Public Safety Telecommunicator II	58.00	58.00	58.00	4,134,533	4,134,530
Secretary	2.00	2.00	2.00	97,679	100,752
Special Projects Officer	1.00	2.00	2.00	232,781	237,483
Subtotal Salaries	----- 89.30	----- 89.30	----- 89.30	----- 6,935,278	----- 6,933,877
Overtime	-	-	-	223,684	223,684
Fringe Benefits	-	-	-	4,021,891	4,167,547
Administrative Overhead	-	-	-	138,891	148,285
Attrition/Salary Savings	-	-	-	(161,289.22)	(161,289)
Expenditure Transfer	-	-	-	(71,072)	(72,043)
Total	----- 89.30	----- 89.30	----- 89.30	----- 11,087,383	----- 11,240,061