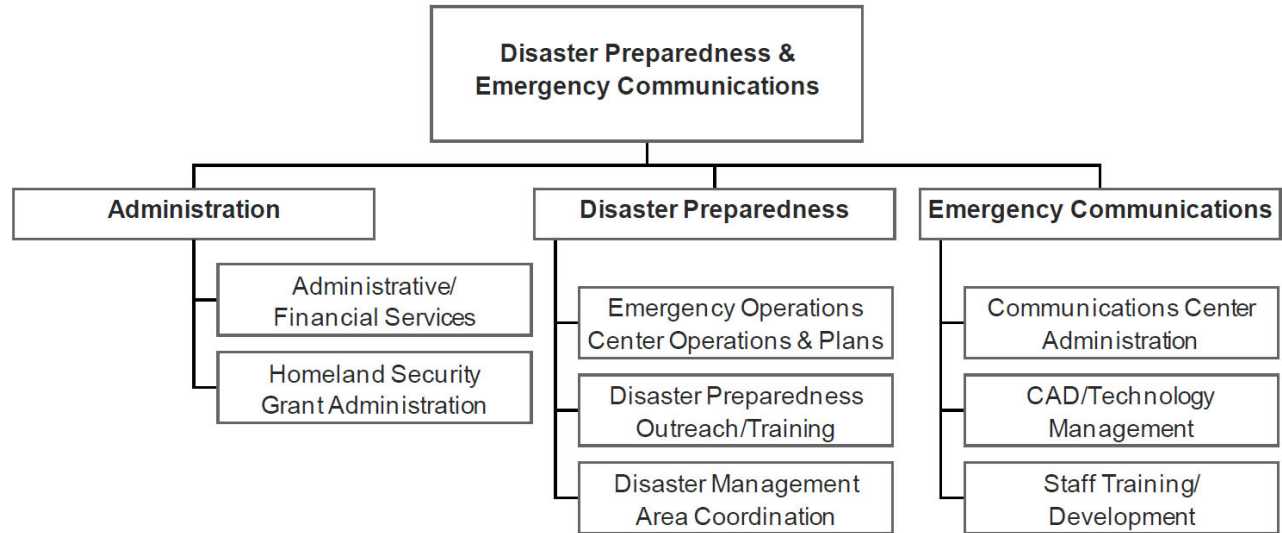


# Disaster Preparedness & Emergency Communications



Reginald Harrison, Director

Daniel Cunningham, Communications Center Officer

Meredith Dawson, Administration & Grants Officer

Francisco Soto, Disaster Preparedness Officer

# Department Overview

---

## **Mission:**

To protect the lives and property of the community and its first responders by ensuring the efficient and effective delivery of emergency services, disaster preparedness, emergency response, mitigation and recovery.

## **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 and assist in the recovery from a major emergency or disaster.
- Coordinate and administer the Citywide Homeland Security Grants Program (HSGP) 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 9-1-1 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 upgrades as needed.

## **FY 21 Focus:**

The Disaster Preparedness and Emergency Communications Department (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, including Map Your Neighborhood, to increase their ability to recover from a major emergency or disaster.

The Department will continue to provide emergency alert notifications to residents via multiple platforms, including Alert Long Beach, text to keyword, mobile high volume outdoor speakers, social media and Deaf Link (for the deaf, hearing-impaired, or vision impaired residents), to increase the City's communications abilities in the event of a disaster.

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

The Emergency Communications Center will continue to manage and maintain 9-1-1 call-taking times within industry standards and refine procedures to maximize staffing levels. Management and staff will continue to focus on the development and implementation of the consolidated training programs for supervisors and Public Safety Dispatchers.

## Department Performance Measures

Key Measure	FY 19 Actual	FY 20 Target	FY 20 Estimate*	FY 21 Projection*
Number of disaster preparedness training/outreach events conducted for City employees, Community Partner Organizations (CPO), and the community	45	30	20	12

\*Due to the COVID-19 pandemic, in-person FY 20 community events were cancelled for the second half of the fiscal year. Outreach events will be held virtually in FY 21.

The COVID-19 pandemic and associated Public Health Orders prohibited group gatherings for outreach events such as Ready Long Beach, it eliminated in-person disaster preparedness trainings, such as Map Your Neighborhood, and it prohibited in-person table top training events such as those conducted with our Community Partner Organizations. The pandemic rendered our traditional methods for outreach and training almost totally ineffective. Due to the pandemic and the continuous activation of the EOC, we did conduct one Zoom meeting with our Community Partners and we increased the volume of disaster preparedness news and update material sent to them via email and social media.

In FY 21, assuming a vaccine for the virus is not available, the Department will re-engineer its approach to disaster preparedness training and outreach to employees and the community. We anticipate creating greater opportunities for employees and the community to participate in disaster preparedness trainings virtually, including Zoom meetings, virtual and blended meetings, on-line question and answer sessions, creating training videos and inter active experiences.

Key Measure	FY 19 Actual	FY 20 Target	FY 20 Estimate	FY 21 Projection
Number of Public Safety Dispatcher candidates processed for recruitment	216	150	115	125

In partnership with Civil Service and Human Resources Departments, Emergency Communications management continues to focus on the recruitment of eligible 9-1-1 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 on active Civil Service lists; participation in the Office of Innovation’s Public Safety Promise Initiative encouraging joint recruitment efforts with Police, Fire, CSULB and LBCC; bolstered outreach efforts on social media; participation in recruitment workshops and Emergency Communications Center sit-a-longs prior to the COVID-19 pandemic; and, recruitment (lateral transfer) from other regional agencies.

Key Measure	FY 19 Actual	FY 20 Target	FY 20 Estimate	FY 21 Projection
Percentage of 9-1-1 calls for service answered within industry standards	90	90	90	95

The Emergency Communications Center is the first point of contact for the community when Police, Fire or emergency medical services are needed. The speed and accuracy of the 9-1-1 call-taking and dispatch services are critical to getting the appropriate first responders to the calling parties as soon as possible. Therefore, the Communications Center manages and deploys the necessary resources to meet the industry standard of answering 95 percent of 9-1-1 phone calls within 15 seconds or less. Staffing plans and procedures are regularly reviewed to ensure that these standards are met.

## FY 20 Accomplishments

---

- The City's Emergency Operations Center (EOC) activated at Level 2 for seven consecutive months in response to the COVID-19 pandemic. Over 60 staff from virtually all City departments participated in the activation.
- Working in concert with the Health Department on the COVID-19 response, the EOC oversaw the opening of seven testing sites, six of which were City managed, including a Mobile Testing Unit; administered over 121,000 COVID-19 tests to residents; distributed over 1 million pieces of PPE to businesses; and operated two shelters to house people experiencing homelessness who were affected by COVID-19.
- In addition to the COVID-19 response, the EOC was activated for the California Democratic State Convention in November 2019 and the Civil Unrest demonstrations in late May and early June 2020.
- Developed a Mass Notification Plan in conjunction with the City Manager's Office and other departments. The plan describes the Citywide framework for formulating and disseminating timely and accurate public emergency notification and warning.
- Augmented the City of Long Beach mass notification system with the addition of four ATI mobile outdoor warning speakers for use in the community to notify residents of emergency notifications, such as tsunami warnings and COVID-19 social distancing reminders.
- Developed the City of Long Beach Continuity of Government Plan to provide guidance to ensure continuation of vital City functions should key members of the governing body or the physical seat of government be impacted by a disaster. The plan includes identification of an alternate seat of government, a Citywide succession plan, and recovery procedures.
- Implemented a Text to Keyword Notification system to provide timely emergency notifications to attendees of specific popular events, such as the Democratic State Convention or Grand Prix. This program allows attendees to receive emergency notifications specific to the venue or event they are attending.
- In response to the COVID-19 pandemic, the department conducted its first virtual Community Partners meetings via Zoom and implemented regular Community Partner newsletters to provide updates on the City's COVID-19 response and helpful disaster preparedness resources.
- Partnered with 3SI Security Systems, a state-of-the-art technology that offers GPS tracking of stolen goods through the 9-1-1 Emergency Communications Center. 3SI coordinates with businesses, such as banks, pharmacies and armored cars, to help law enforcement track felony level theft.
- In Calendar Year 2019 the Police Communications Center received 682,231 calls, handled 210,901 outbound calls to agency partners, and dispatched 207,000 calls. The Fire Communications Center received 129,239 calls, handled 32,996 outbound calls to agency partners, and dispatched 76,895 calls.
- In FY 20, 35 Public Safety Dispatcher candidates were interviewed; 11 were hired and began the year-long Training Academy. Additionally, 10 dispatchers hired in FY 19 completed the Training Academy in FY 20.
- Administered over \$5.5 million of Homeland Security Grant Program (HSGP) funds for terrorist mitigation, disaster preparedness training, planning, and equipment acquisition Citywide.

## FY 20 Accomplishments

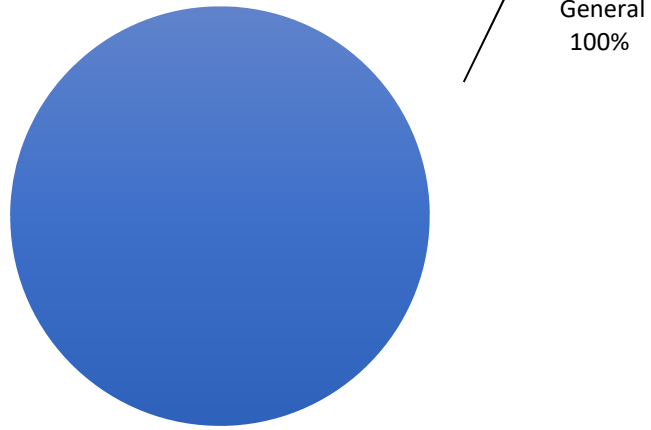
---

- Reviewed and submitted 108 FEMA HSGP grant reimbursement requests for the procurement of equipment, programs and projects that serve to prepare Long Beach and its residents for terrorism mitigation, disaster prevention, protection, response and recovery.
- Provided guidance on Citywide participation in the Great Shake Out earthquake drill, and shared earthquake and tsunami preparedness plans with the community through social media channels.
- Created the “9-1-1 Heroes” awards program to recognize and celebrate the bravery and critical thinking of our young residents to “make the right call” by dialing 9-1-1 for help during an emergency.
- Developed the Heavy Equipment Mobilization plan to rapidly deploy heavy-duty wheeled vehicles to an incident scene to block vehicular traffic or protect public property. This plan would be enacted during unplanned events that require a quicker response than the traditional placement of k-rails or water-filled barriers.
- Reviewed and updated various disaster preparedness plans, such as the Crisis Communication Plan, to ensure documentation of processes and inclusion of accountability for persons with access and functional needs.

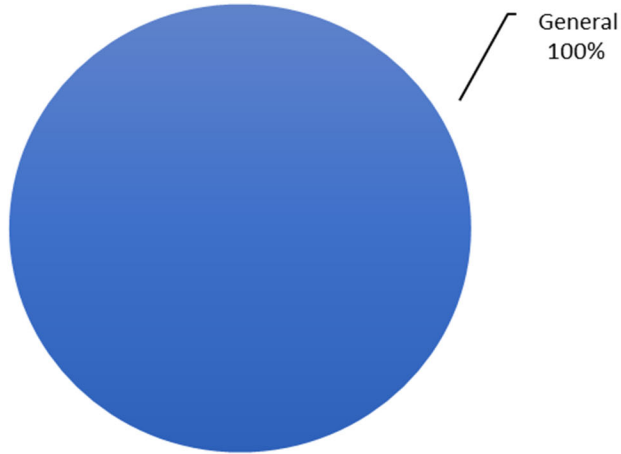
# FY 21 Budget

---

## FY 21 Revenues by Fund Group



## FY 21 Expenditures by Fund Group



## Fund Impact

<b>Fund Group</b>	<b>Revenues</b>	<b>Expenditures</b>	<b>Fund Impact</b>
General	88,347	12,596,230	(12,507,883)
<b>Total</b>	<b>88,347</b>	<b>12,596,230</b>	<b>(12,507,883)</b>

## Summary of Changes\*

GENERAL FUND GROUP	Impact	Positions
Eliminate two Public Safety Dispatcher II positions in the Emergency Communications Bureau's 9-1-1 Emergency Communication Center, going from 73 to 71 budgeted dispatch positions.	(222,412)	(2.00)
Reclassify the Telecommunicator positions to Public Safety Dispatcher positions in the Emergency Communications Bureau to facilitate efficient operations in the 9-1-1 Emergency Communication Center.	(248,948)	-

\* 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

<b>Disaster Preparedness</b>	<b>Actuals FY 19</b>	<b>Adjusted* FY 20</b>	<b>Adopted** FY 21</b>
Revenues	880,817	-	-
Expenditures	1,286,181	1,259,149	1,064,338
FTEs	3.00	3.00	3.00

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

\*Adjusted Budget as of August 31, 2020

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



# Administration Division

---

**Key Services:**

**1. Administration and Financial Services**

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

<b>Administration</b>	<b>Actuals FY 19</b>	<b>Adjusted* FY 20</b>	<b>Adopted** FY 21</b>
Revenues	2,435,534	-	-
Expenditures	1,943,394	2,992,128	1,610,227
FTEs	5.30	5.30	5.30

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

\*Adjusted Budget as of August 31, 2020

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

# 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

<b>Emergency Communications</b>	<b>Actuals FY 19</b>	<b>Adjusted* FY 20</b>	<b>Adopted** FY 21</b>
Revenues	-	88,347	88,347
Expenditures	9,995,148	10,130,196	9,921,665
FTEs	81.00	81.00	79.00

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

\*Adjusted Budget as of August 31, 2020

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

## Financial Summary by Category

	Actual FY 19	Adopted* FY 20	Adjusted** FY 20	Adopted* FY 21
<b>Revenues:</b>				
Property Taxes	-	-	-	-
Sales and Use Taxes	-	-	-	-
Other Taxes	-	-	-	-
Utility Users Tax	-	-	-	-
Franchise Fees	-	-	-	-
Licenses, Permits and Fees	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	-	-	-	-
Revenue from Other Agencies	3,292,248	-	-	-
Charges for Services	-	88,347	88,347	88,347
Other Revenues	24,103	-	-	-
Intrafund Services	-	-	-	-
Intrafund Transfers	-	-	-	-
Interfund Services	-	-	-	-
Interfund Transfers	-	-	-	-
Other Financing Sources	-	-	-	-
Total Revenues	3,316,350	88,347	88,347	88,347
<b>Expenditures:</b>				
Salaries and Wages	5,578,945	6,718,544	6,579,652	6,391,658
Employee Benefits	3,445,395	4,297,833	4,320,400	4,107,522
Overtime	1,445,865	223,684	220,321	223,684
Materials, Supplies and Services	1,588,457	504,606	2,288,200	504,606
Interfund Support	1,124,312	995,057	994,099	1,368,760
Intrafund Support	20,549	-	-	-
Capital Purchases	21,199	-	(21,199)	-
Insurance Premiums and Losses	-	-	-	-
Other Non-Operational Expenditures	-	-	-	-
Operating Transfers	-	-	-	-
Intrafund Transfers Out	-	-	-	-
Purchase of Gas & Water	-	-	-	-
Depreciation and Non Cash Expenditures	-	-	-	-
Total Expenditures	13,224,722	12,739,724	14,381,474	12,596,230
<b>Personnel (Full-time Equivalents)</b>	89.30	89.30	89.30	87.30

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

\*\*Adjusted Budget as of August 31, 2020

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

## Personnel Summary

Classification	FY 19 Adopt FTE	FY 20 Adopt FTE	FY 21 Adopt FTE	FY 20 Adopted Budget	FY 21 Adopted Budget
Director-Disaster Prep & Emergency Comm	1.00	1.00	1.00	220,823	220,823
Administrative Analyst II	1.00	1.00	1.00	73,051	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	12,521
Communications Center Coordinator	3.00	3.00	3.00	289,514	301,092
Community Center Supervisor	-	-	3.00	-	275,883
Community Program Technician II	1.00	1.00	1.00	49,374	45,714
Disaster Preparedness Officer	1.00	1.00	1.00	104,000	104,999
Emergency Communicator Supervisor I	15.00	15.00	-	1,274,262	-
Emergency Communicator Supervisor II	3.00	3.00	-	289,514	-
Payroll/Personnel Assistant II	1.00	1.00	1.00	51,546	51,546
Public Safety Dispatcher II	-	-	56.00	-	3,909,485
Public Safety Dispatcher III	-	-	4.00	-	296,537
Public Safety Dispatcher IV	-	-	11.00	-	887,181
Public Safety Telecommunicator II	58.00	58.00	-	4,134,530	-
Secretary	2.00	2.00	2.00	100,752	101,812
Special Projects Officer	2.00	2.00	2.00	237,483	235,000
<b>Subtotal Salaries</b>	----- 89.30	----- 89.30	----- 87.30	----- 6,933,877	----- 6,612,150
<b>Overtime</b>	-	-	-	223,684	223,684
<b>Fringe Benefits</b>	-	-	-	4,149,547	3,964,955
<b>Administrative Overhead</b>	-	-	-	148,285	142,567
<b>Attrition/Salary Savings</b>	-	-	-	(161,289.22)	(161,289)
<b>Expenditure Transfer</b>	-	-	-	(72,043)	(77,203)
<b>Total</b>	----- 89.30	----- 89.30	----- 87.30	----- 11,222,061	----- 10,704,864