

M O T I O N

PUBLIC SAFETY

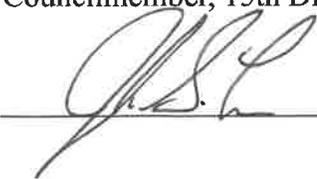
There have been growing concerns about wait times when dialing 911. Currently, all 911 calls are routed through to the Los Angeles Police Department (LAPD) Dispatch System. Calls may then be vetted and redirected to the Los Angeles Fire Department (LAFD) Dispatch System which results in a delay of 20 to 30 seconds in response time for a dispatcher to receive the transferred call. LAPD has a departmental benchmark of answering 95% of calls for service within 15 seconds of the call coming in, which has been difficult to achieve without proper staffing. Last year’s response time of answering calls for service averaged at 17 seconds and has increased to 20 seconds. Response times muster further conversation about ways to increase service for those who need critical support.

911 dispatchers (classified as Police Service Representatives, or “PSRs”), are civilian first responder employees who dispatch resources and receive and analyze 911 telephone calls using a voice radio and digital computer terminal. There are currently 131 PSR vacancies which has greatly impacted response times for emergency and non-emergency related services. As the City is currently undergoing an attempt to coordinate an unarmed crisis response, proper staffing for 911 calls resources is necessary to meet our goal of protecting and helping those that need it in an emergency. When you call 911 in a crisis, you should get an immediate response—supporting practices that expedite hiring for PSRs is necessary to advancing the well-being of community health and safety.

I THEREFORE MOVE that the City Council instruct the Los Angeles Police Department to report on (1) the current and historical staffing levels at all the dispatch centers; (2) the number of calls received per dispatch center; (3) the average number of calls handled per operator at each dispatch center; and (4) how current and future staffing plans impact the Department’s ability to process 911 calls in compliance with State-mandated guidelines. The report should include trend lines on call response times and the resources required to bring the response times down to the baseline.

I FURTHER MOVE that the City Council instruct the Personnel Department, with the assistance of the Los Angeles Police Department, to report on the status of its hiring process related to recruitment, communication strategy, and hiring obstacles related to the Police Service Representative classification. This should be inclusive of: (1) the number of hiring tests offered in the last year, the communication and operations related to providing hiring those tests, and the number of applicants that participated in the testing process, those that passed the tests, and those that were eventually hired; (2) the potential to modernize the testing process: including elimination of the typing test certification and further requiring the typing test certification as a form of training once Police Service Representatives are hired, and expediting the testing process through including CritiCALL within the testing process; (3) the average timeline for hiring a Police Service Representative; and (4) the number of Police Service Representatives that pursue promotional opportunities.

PRESENTED BY: 
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SECONDED BY: 

ORIGINAL

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