

POLICE DEPARTMENT COMMUNICATIONS CENTER



Presented By
Colorado Springs Police Department
Chief Adrian Vasquez

STAFFING



Current Staffing	Actual	Authorized
Communications Center	87	113

Attrition Numbers as of 08/30	2023	2022	2021
Hired	23	23	19
Termed	17	25	25

TOTAL CALLS BY TYPE

	2023 (Jan - Aug)	2022	2021
911	193,684	276,261	279,466
Non-Emergent	153,967	287,693	311,470
Outgoing	70,315	92,850	132,710

- 911 numbers encompass calls received on 911 via wireless (cell) phones, landline, VOIP, 7 digit 911, and SMS (text)
- Non-emergency encompasses calls received to our 719 444-7000 line, alarm line, administrative line and all other internal lines into the communications center.

ANSWER CALL TIMES



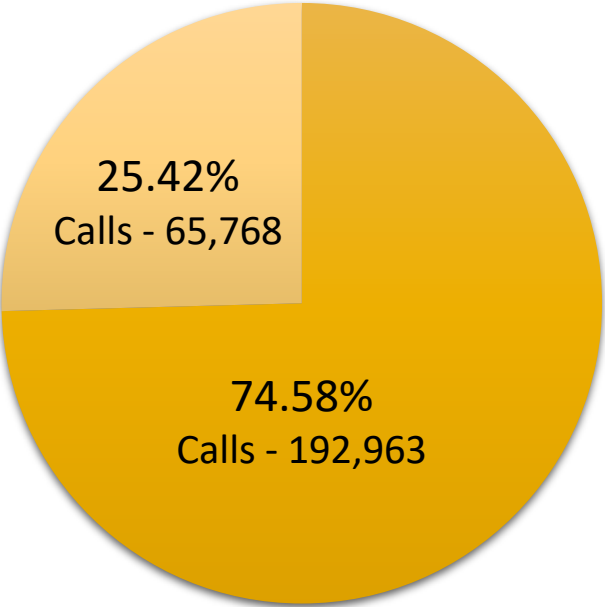
	2023 (Jan - Aug)	2022	2021
911	22.85 sec.	29.37 sec.	19.24 sec.
Non-Emergent 7000	3 mins. 22 sec.	5 mins. 34 sec.	4 mins. 46 sec.

EL PASO/TELLER COUNTIES COMBINED CALL VOLUME TOTALS



2023

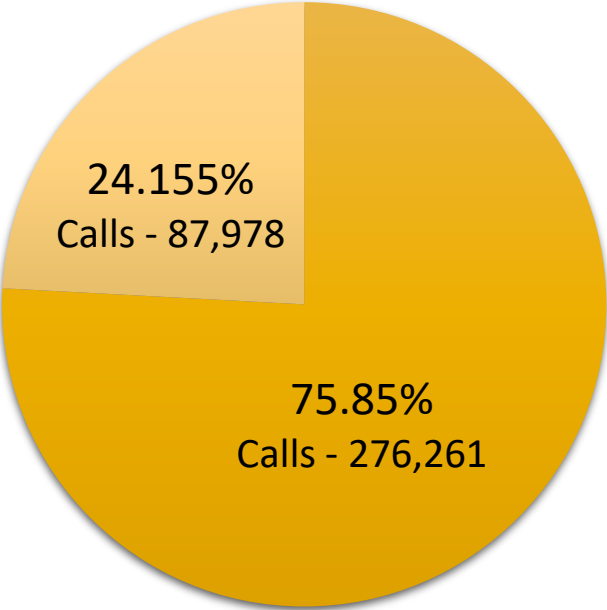
(January - August)



■ CSPD ■ 6 Other PSAPs

Total Calls - 258,731

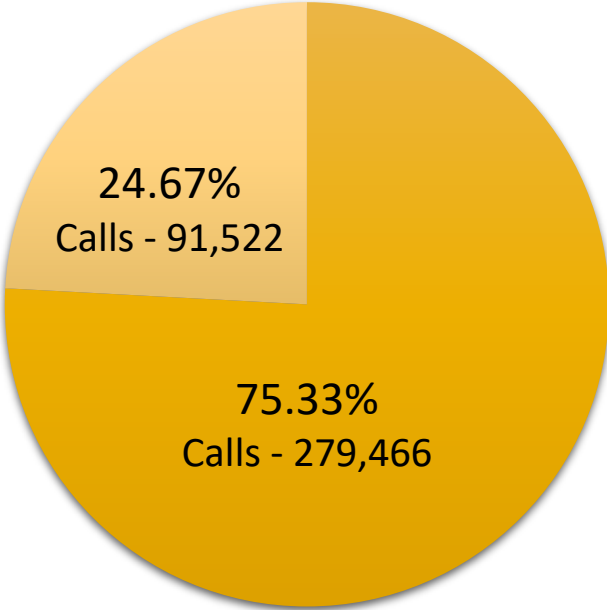
2022



■ CSPD ■ 6 Other PSAPs

Total Calls - 364,239

2021



■ CSPD ■ 6 Other PSAPs

Total Calls - 370,988

DEFINITION OF CSPD PRIORITIES



Priority 1 - represents an imminent life-threatening situation that requires an immediate response by police, fire, and/or medical personnel. These calls are generally in progress or events that just occurred.

Examples include:

- Active Shooter
- Assault in progress
- Home Invasion Burglary
- Missing or Found Child
- Physical Domestic Disturbance
- Kidnapping
- Shooting
- Stabbing

DEFINITION OF CSPD PRIORITIES



Priority 2 - represents critical situations and includes in-progress calls with potentially dangerous circumstances, but no apparent imminent life threat. These calls are generally in progress or just occurred events.

Examples include:

- Abuse/Abandonment/Neglect
- Missing or Found Adult
- Burglary In Progress
- Verbal Domestic Disturbance
- Suicidal Person
- Traffic Accident Injury or Unknown

DEFINITION OF CSPD PRIORITIES



Priority 3 - represents in-progress incidents involving property and cold incidents against a person. These calls can be in progress, just occurred, a past event, or a cold call.

Examples include:

- Cold Assault
- Burglar Alarm
- Damage in Progress
- Harassment
- Motor Vehicle Theft In Progress
- Suspicious Circumstances
- Traffic Accident Non-Injury
- Theft In Progress

ALTERNATIVE REPORTING OPTIONS



- Direct Line Reporting (DLR): Specified call types and incidents are received and documented via telephone.
- Internet Crime Reporting (ICR): Specified call types and incidents are documented online by the citizen or CSPD member and received via the Internet.
- Lobby Reports (LR): Allows citizens to go to a police substation to report crimes with or without viable suspect information in person.

CLASSIFICATION CHANGES



- Created a new level of Emergency Response Technician to allow for development.
- Created a new level of Public Safety Dispatcher to allow for development.
- Authorized roughly 15 employees to be moved between the levels to better fit their tenure, skills and experience (advancement).
- Authorized a post-training pay increase to incentivize new Emergency Response Technicians to complete training.
 - All ERT's are brought in at minimum, after training they receive a 5% increase.

COMMUNICATIONS CENTER SALARY

SALARY INFORMATION 2023

	Min	Market	Max
ERT I	\$44,081	\$52,919	\$61,756
ERT II	\$48,048	\$57,680	\$67,313
PSD I	\$48,048	\$57,680	\$67,313
PSD II	\$52,372	\$62,872	\$73,371
PSD, Sr	\$57,087	\$68,531	\$79,976
PSD, Trainer	\$57,087	\$68,531	\$79,976
PS Com Sup	\$67,920	\$81,537	\$95,154
PS Com Sup, Lead	\$80,697	\$96,875	\$113,053
PS Com Manager	\$100,547	\$120,704	\$140,862

2022 DATA FROM EMPLOYER'S COUNCIL AGED 3%



Call Taker (ERT)	Market Average/CSPD \$57,680
City and County of Denver	\$55,464
Westminster	\$53,067
Police/Fire Dispatcher (PSD II)	Market Average/CSPD \$62,872
City and County of Denver	\$65,867
City of Aurora	\$57,148
City of Fort Collins	\$72,416
City of Thornton	\$52,697
City of Westminster	\$67,998
Police/Fire Dispatcher Senior (Senior PSD)	Market Average/CSPD \$68,531
City of Aurora	\$75,129
City of Thornton	\$68,475
*EPSO is not a front range comparator	

TRAINING REQUIREMENTS



ERT Training

- 6 weeks of classroom training
- 9 weeks of OJT minimum (average student is closer to 12 weeks)
- Total time for independence on ERT position = 4.5 months

PSD Training

- Completion of ERT Training - 4.5 months
- 1 week classroom training for Police Radio Procedures
- 9 weeks OJT
- 1 month for time to work independent on Police
- 3 days classroom training for Fire Radio Procedures
- 2 weeks OJT minimum
- Total time for independence on PSD position = approx. 9 months

COMBATTING THE ISSUES



- Continuous Hiring
- Hire-backs - Retirees and Prior Employees (working in other departments)
- 2020 Comm Center Remodel
- Comm Center Advisory Committee
- 911 Authority bonuses - 2023
- Mindfulness and Positivity Project