CAYMAN ISLANDS GOVERNMENT
MINISTRY OF HOME AFFAIRS

DEPARTMENT OF
PUBLIC SAFETY COMMUNICATIONS

FY 14/15 ANNUAL REPORT
(JULY 2014 TO JUNE 2015)

INCLUDES QUARTERLY REPORT – Q4
(1 APRIL 2015 TO 30 JUNE 2015)

Executive Summary

During the period of FY14/15 (June 2014 to June 2015), the Department of Public Safety Communications continued to provide mission critical services to its Internal Customers (primarily RCIPS and Emergency Medical Services) and its External Customers (the residents and visitors of all three Cayman Islands).

The Department has two key sections: 1) Public Safety Communications Centre (PSCC - formerly known as "9-1-1"); and, 2) the Electronic Monitoring Centre (EMC).   The EMC is further broken down into two distinct programmes: 1) Electronic Monitoring of Offenders; and 2) National CCTV Programme. The PSCC section accounts for approximately 75% of the personnel, dedicated office space and overall activity of the Department with the EMC accounting for approximately 25% of the resources.

FY14/15 Highlights

Workload in the Public Safety Communications Centre increased 5.8% over the previous fiscal year and the increase in 9-1-1 telephone calls was 20.5%.

Year	CFS	Increase
FY12/13	30,338	N/A
FY13/14	31,949	+5.3%
FY14/15	33,798	+5.8%

Year	9-1-1s	Increase
FY12/13	60,704	N/A
FY13/14	79,899	+31.6%
FY14/15	96,244	+20.5%

In FY14/15, the workload in the Communications Centre as evidenced by the Computer Aided Dispatch statistics (including the "Report Only" Calls For Service generated by RCIPS directly into CAD) was 182% higher than FY11/12 -- prior to absorbing the non-emergency dispatch function for RCIPS.

The Public Safety Communications Centre enjoyed a significant decrease in the call processing time which is defined as the period from when 9-1-1 emergency calls were answered until the time that they were dispatched to a police, fire or medical resource. For the first time, the average call processing time was within international standards.

The Electronic Monitoring Centre had 94 new intakes into the Electronic Monitoring of Offenders programme and provided over 50 statements and reports to RCIPS and the Department of Community Rehabilitation in regards to clients who were in substantial violation of court orders or EM programme conditions. Furthermore, the EMC processed 370 requests for copies of video images from the National CCTV Programme which has been or will be used as evidence in crimes and other police matters.

The Department continues to operate with a staffing compliment which is two persons less than what existed in FY11/12.

There were seven formal complaints from Customers (both internal and external) during FY14/15 compared to four received during FY13/14. However, only one of those complaints was found to be substantiated and led to an apology by the staff member to the affected person.

Quality Assurance reviews were initiated this fiscal year. There were 164 full call reviews in the Communications Centre averaging a score of 88.9% and 120 case reviews in the Electronic Monitoring Centre averaging 92.2%.

My thanks to the excellent staff who handled these thousands of transactions rapidly and with a high degree of professionalism. I also want to thank the Chief Officer and his staff at the Ministry of Home Affairs for the continued support that they provide.

--Brent E. Finster
Director of Public Safety Communications
24th July 2015

DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS
FY14/15 ANNUAL BUDGET STATEMENT - ACTUAL MEASURES
(ANNEX TO THE FY14/15 ANNUAL REPORT)

PUBLIC SAFETY COMMUNICATIONS CENTRE

The Department operates a 24-hour Public Safety Answering Point (PSAP) to support public safety first responder services including Police, Fire and Emergency Medical Services known as the Public Safety Communications Centre (PSCC).

Output	Type	Measure	2014/15 Actual	2014/15 Budget Forecast	Remarks
EMC1	Quantity	Number of **hours** that the PSCC **operates** per fiscal year (24.7/365 basis)	8,760	8,760	
	Quantity	**Minimum staffing** of 9-1-1 Telecommunications staff on duty	-	-	
		- 24/7 except Friday and Saturday nights (**Non-peak**)	2	2	
		- Friday and Saturday nights (**Peak**)	3	3	
	Quantity	Number of incoming **9-1-1 telephone call**s answered per month on average	8,020	6,100	Total FY14/15 was 96,244.
	Quantity	Number of **dispatched** Calls For Service processed per month on average	2,817	2,700	Total FY14/15 was 33,798.
	Quantity	Number of RCIPS **vehicle stops, pedestrian stops and boat contacts** tracked by the Public Safety Communications Center per month on average	547	650	Total FY14/15 was 6,567.
	Quality	**Quality Assurance** call reviews **completed** on Calls For Service (including both call-taking and dispatch functions)	169	300	Finalisation of QA process/forms and implementation of programme started on 25 March 2015. Random and significant CFS were reviewed back to 1 July 2014.
	Quality	**Quality Assurance scores** regarding Calls For Service call reviews	88.9%	82.0 %	
		- **Call-taking** function (9-1-1 processing)	85.3%	-	Based on 169 Calls For Service reviewed.
		- **Dispatch** function (radio)	92.7%	-	Based on 164 Calls For Service reviewed.
	Timeliness	**Percentage** of 9-1-1 telephone calls **answered** within **10 seconds** (as recorded by PSCC Power911 reports)	97.4%	98.0 %	Average is 5 seconds based on 95,092 9-1-1 telephone calls.
	Timeliness	**Percentage** of highest priority Calls For Service (Priority "P" and "1") **dispatched** to emergency personnel within **90 seconds** from when 9-1-1 telephone call was answered or CAD event was initiated (as recorded by PSCC Computer Aided Dispatch reports)	39.1%	70.0 %	56.5% of Priority "P" and "1" were dispatched within 120 seconds based on 3,154 Calls For Service. 28.7% of Priority "P" Calls For Service were dispatched within 90 seconds.
	Timeliness	**Average time** of highest priority Calls For Service (Priority "P" and "1") **dispatched** to emergency personnel from when 9-1-1 telephone call was answered or CAD event was initiated (as recorded by PSCC Computer Aided Dispatch reports)	1 minute, 44.5 seconds	1 minute, 15 seconds	Priority "P" Calls For Service (e.g. Robbery in progress, Firearms in progress, cardiac arrest, gunshot, stabbing, structure fire, etc.) were dispatched in 1 minute, 35 seconds average.
	Location	Cayman Islands	100%	100%	

ELECTRONIC MONITORING CENTRE

The Department operates a 24-hour Public Safety Answering Point (PSAP) to support public safety first responder services including Police, Fire and Emergency Medical Services known as the Public Safety Communications The Electronic Monitoring Centre (EMC) has two distinct programmes which support the commitment to lessen the impact of crime in the Cayman Islands (electronic monitoring of offenders and National CCTV Programme).

| Output	Type	Measure	2014/15 Actual	2014/15 Budget Forecast	Remarks
EMC2	Quantity	Number of **hours** that the EMC maintains the **capacity** to tag, monitor, document and report violations of Electronic Monitoring Programme offenders and monitor and support the National CCTV project with backup provided by Public Safety Communications Centre (24/7/365 basis)	8,760	8,760	
	Quantity	**Number** of offenders **monitored** simultaneously (maximum) if provided funding at an equivalent of FY13/14 budget	36	36	Funding for 36 clients was approved.
	Quantity	**Number** of **requests** for archived **CCTV video** received from RCIPS during fiscal year	370	350	
	Quality	**Quality Assurance** case reviews **completed** on Electronic Monitoring Centre **actions** (offender violation processing)	120	120	
	Quality	**Quality Assurance ratings** regarding Electronic Monitoring Centre actions	92.2%	92.0 %	
	Timeliness	Authorised **requests** from RCIPS or other EMC User Group for information regarding an **offender's violation** are processed within **48 hours**	94.4%	85.0 %	Based on 54 total requests received (51 from RCIPS and 3 from DCR).
	Timeliness	Authorised **requests** from RCIPS for copies of archived CCTV video recordings are processed within **5 calendar days**	91.6%	86.0 %	
	Location	Cayman Islands	100%	100%	

Public Safety Communications Centre (Output EMC1)

The Department operates a 24-hour Public Safety Answering Point (PSAP) to support public safety first responder services including Police, Fire and Emergency Medical Services known as the Public Safety Communications Centre (PSCC).   In the last fiscal year, the PSCC was staffed with a compliment of 2 telecommunicators during non-peak hours (24/7) and 3 during peak hours (Friday and Saturday nights) and maintained a state of readiness during all 8,760 hours of the year to handle whatever may happen.

PSCC's Computer Aided Dispatch (CAD) system processed 33,798 Calls For Service which includes 8,602 Calls For Service in Quarter 4. The annual figure equates to an increase of 5.3% over the FY13/14 when 31,949 were processed. There was an average of 2,817 Calls For Service processed each month.

Fiscal Year	Calls For Service Processed
FY09/10	11,202
FY10/11	11,635
FY11/12	11,970
FY12/13	*30,338
FY13/14	31,949
FY14/15	33,798
*Non-emergency RCIPS dispatch - Aug 2012	

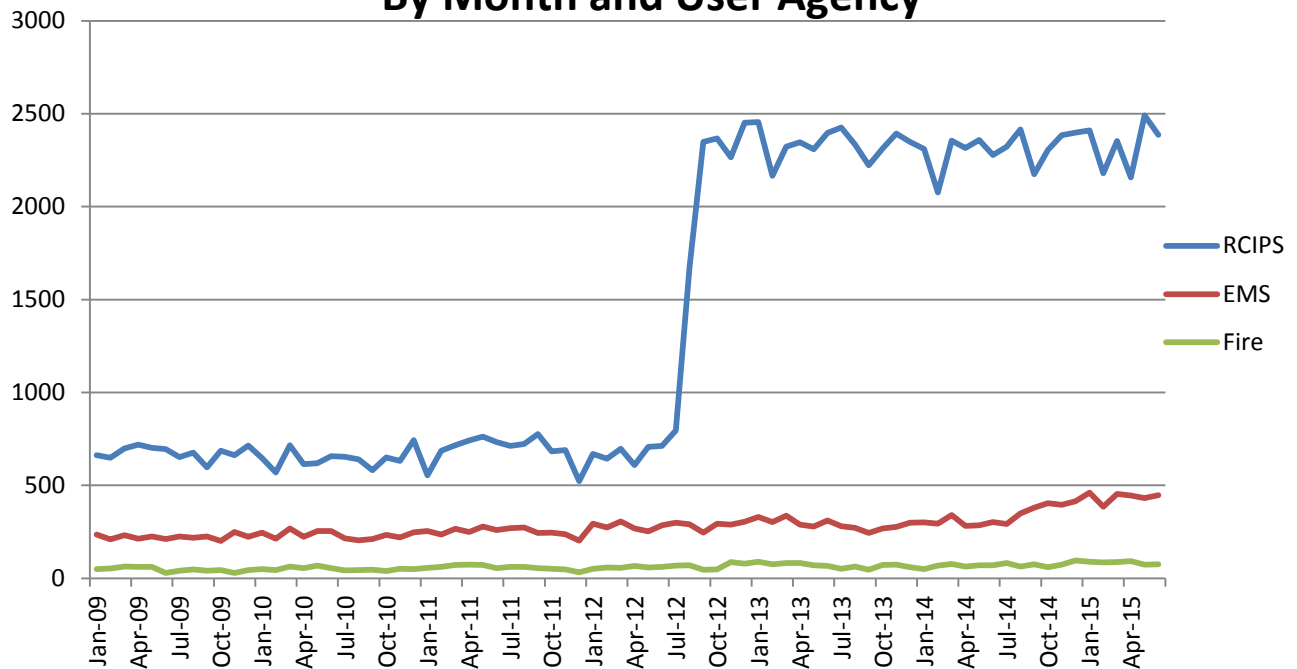## Calls For Service - 2009 to 2015
By Fiscal Year
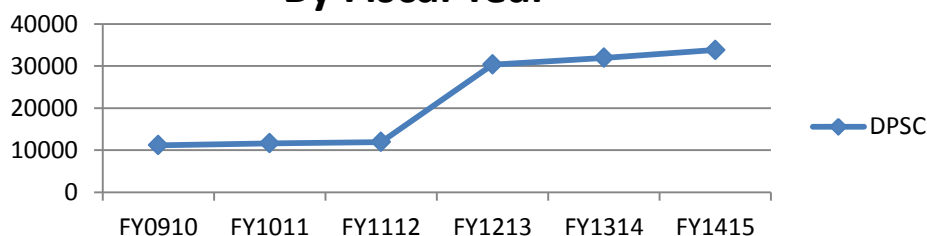
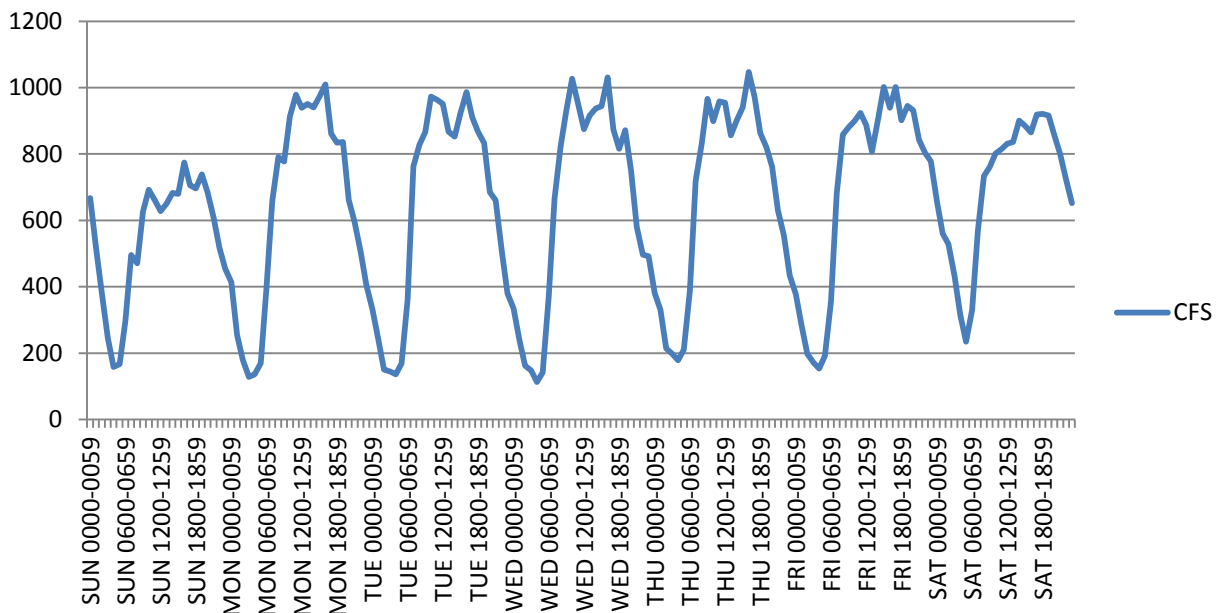## Calls For Service - 2009 to 2015
By Quarter
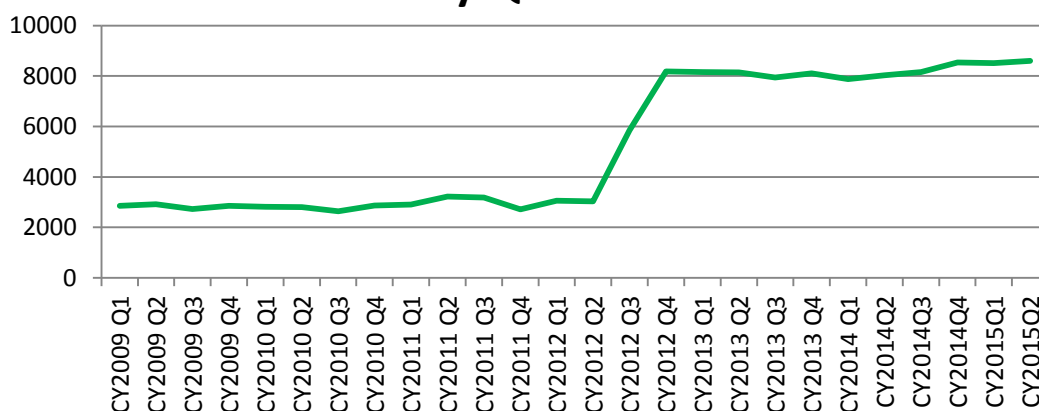
Calls For Service - 2009 to 2015
By Month and User Agency

As one can see, the call load is evenly distributed with peaks on Monday-Friday between 0700 and 0100 hours. The heaviest call volume is during normal weekday business hours due to report-type CFS.
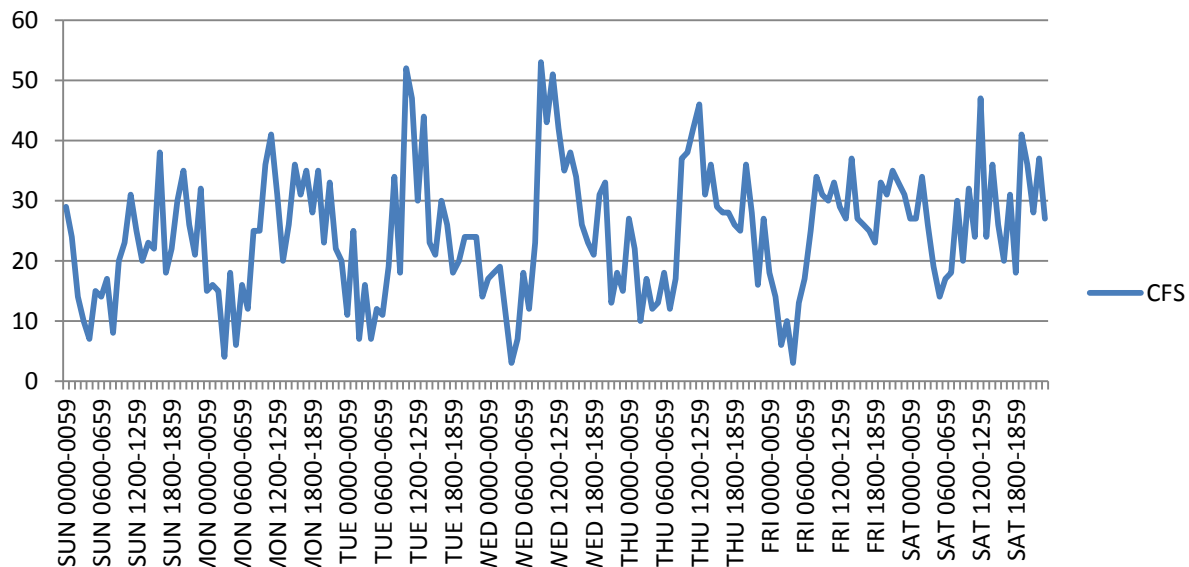
Calls For Service - All Priorities
FY14/15

However, when just looking at the highest priority calls (Priority "P" and Priority "1"), the call volume is much less predictable. This supports the need to maintain adequate minimum staffing 24/7.

Calls For Service - Priorities "P" & "1" FY14/15

In FY14/15, PSCC telecommunicators answered 95,092 telephone calls on the 9-1-1 emergency lines. This contrasts to 79,899 9-1-1 calls answered in FY13/14 which is an increase of 19%. The upward trend appears to come from an increase in the number of abandoned/hang-up calls also known as "butt calls" (unintentional misdials oftentimes associated with sitting on a cell phone or inadvertently dialing 9-1-1 while in a purse or backpack). Unfortunately, our existing 9-1-1 hardware leased from LIME cannot pass statistics on abandoned/hang-ups to our 9-1-1 software. The Department's strategic plan discusses an upgrade to both hardware and software which will allow this statistical information to be made available. The Next Generation 9-1-1 (NG9-1-1) upgrade is a capital project and will need to receive adequate funding and support from Cabinet to move forward.

## 9-1-1 Telephone Calls - 2012 to 2015
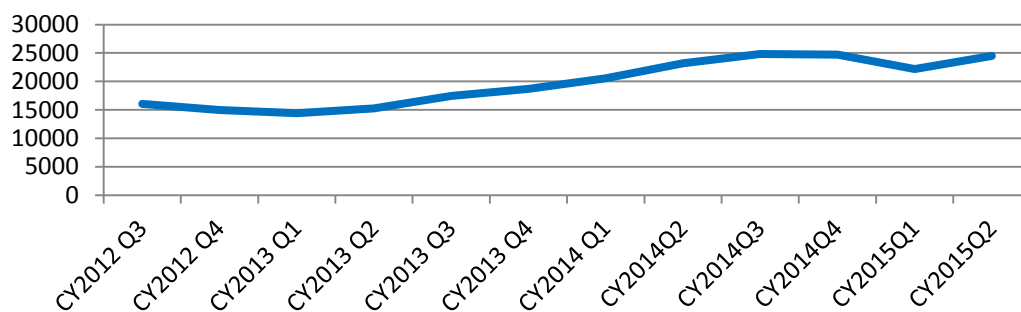
Although the number of 9-1-1 telephone calls has increased, the answering time by Communications Centre staff has remained excellent.   The relevant standards to which the department strives to achieve are based on NENA 56-005 "Call Taking Standard Operational/Model Recommendation" and NFPA 1221 "Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems" which state that 90% of all 9-1-1 telephone calls should be answered within 10 seconds and 95% within 20 seconds (NENA) or 95% of all 9-1-1 telephone calls should be answered within 15 seconds and 99% should be answered within 40 seconds (NFPA). In FY14/15 the average call answering time was 5 seconds as it has been the last two years, despite the dramatic increase in the number of telephone calls. The percentage of 9-1-1 telephone calls answered within 10 seconds in FY14/15 was 97.4% and the percentage answered within 20 seconds was 99.8%.

9-1-1 Telephone Call Answering
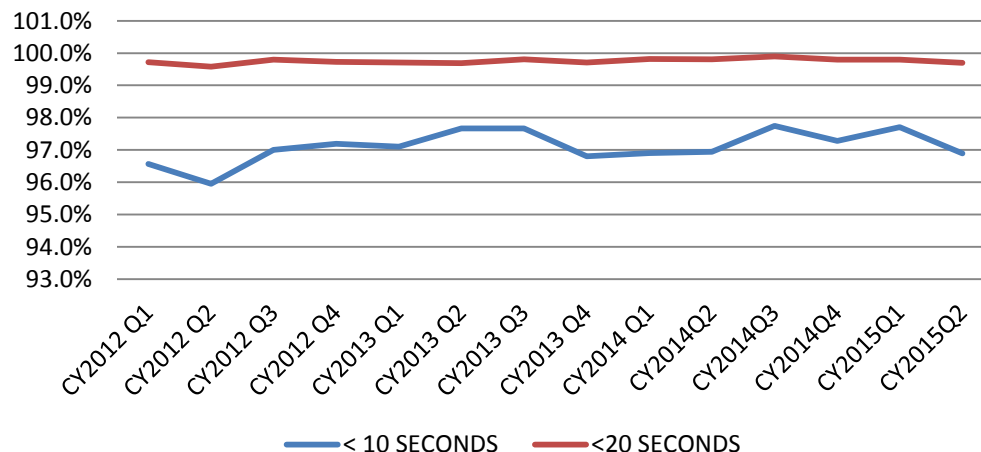
The two Primary User Agencies of the PSCC are RCIPS and the Health Services Authority EMS Department (ambulance). In regards to the Fire Service, Calls For Service are processed similar to the Primary User Agencies, however information is passed to Fire Control who maintains the responsibility to assign specific pieces of fire equipment to the incident. Calls For Service are broken down as follows:

Calls For Service -
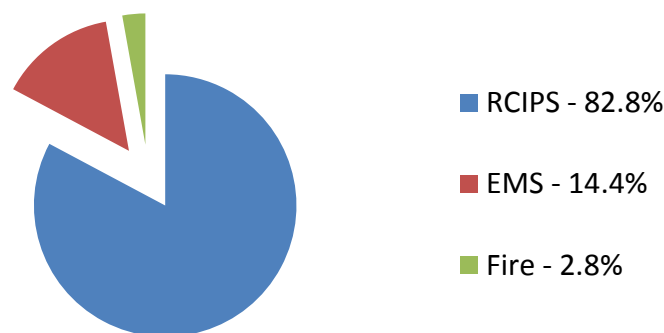
- RCIPS - 82.8%
- EMS - 14.4%
- Fire - 2.8%

Calls For Service do not necessarily reflect the actual crime or situation which was found or reported by RCIPS, EMS or Fire Service. CFS are based on the available information obtained from the caller at the time the call was placed to PSCC. In many cases, the nature code will change during the course of the investigation.

The top eight **Law Enforcement Calls For Service nature codes** received during FY14/15 were:

DISTURBANCE DOMESTIC	2097
MOTOR VEHICLE ACCIDENT - DAMAGE ONLY	1798
THEFT	1608
ALARM-INTRUSION	1456
TRAFFIC / DRIVING OFFENCE	1288
SUSPICIOUS ACTIVITY	1268
CIVIL DISPUTE	1155
THREATENING BEHAVIOUR	984

The top eight **Emergency Medical Services nature codes** received during FY14/15 were:

EMS-UNKNOWN MEDICAL PROBLEM	727
EMS-BREATHING DIFFICULTY	465
EMS-UNCONSCIOUS/UNRESPONSIVE/SYNCOPE	356
MOTOR VEHICLE ACCIDENT-INJURY	347
EMS-CHEST PAIN/HEART PROBLEM	270
EMS-FALL	267
EMS-ABDOMINAL PAIN	239
EMS-ASSAULT	131
EMS-SEIZURE	115

The top eight **Fire Service nature codes** received during FY14/15 were:

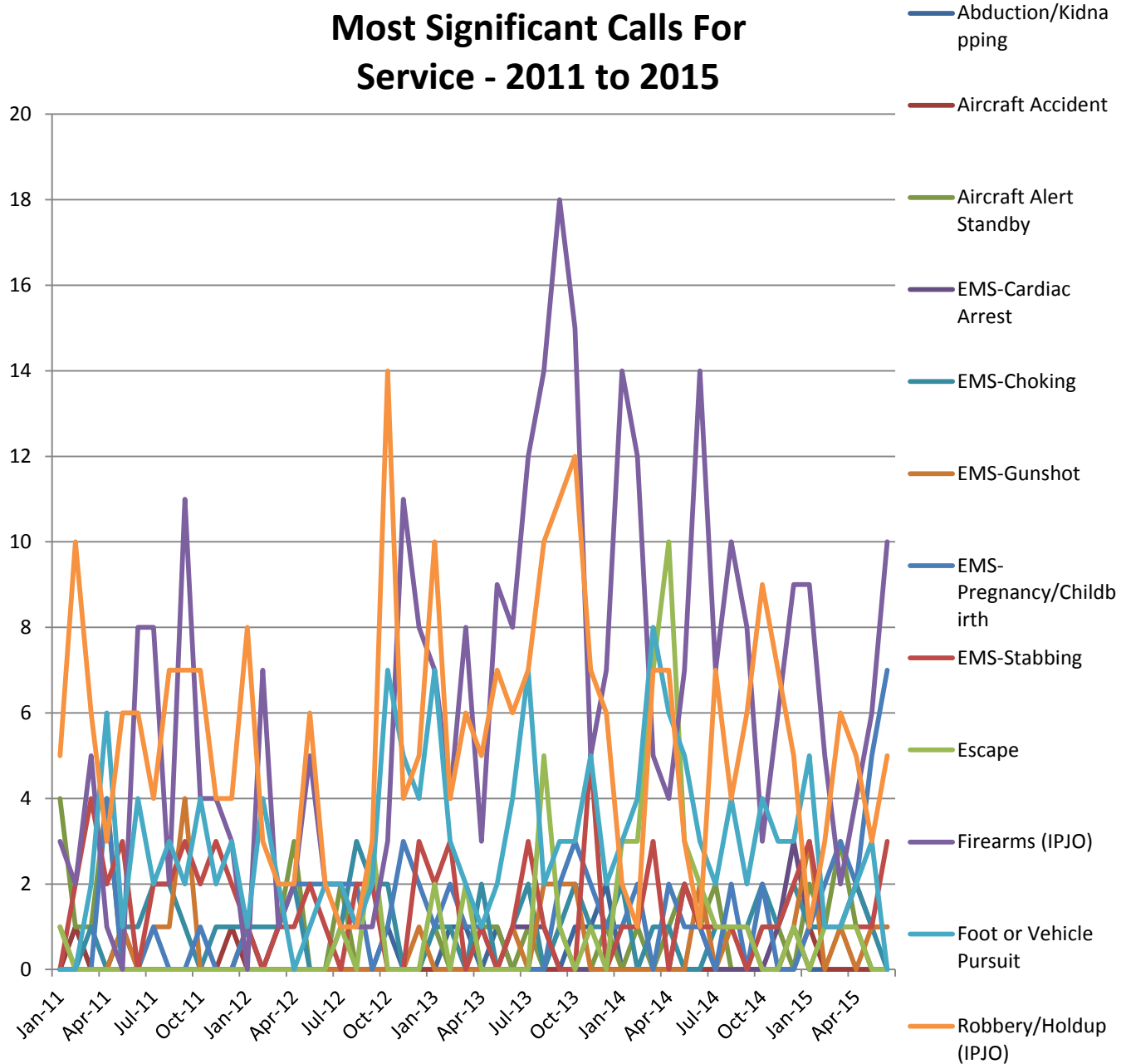|	
FIRE-BRUSH	227
EMS ASSIST BY FIRE	178
ALARM-FIRE/SMOKE	160
FIRE-UTILITY POLE/TRANSFORMER	63
FIRE-VEHICLE	50
FIRE-BUILDING	41
POLICE ASSIST BY FIRE	36
SMOKE INVESTIGATION	27

DPSC tracks **significant nature codes.** This table shows the total of Calls For Service in FY14/15 for each significant nature code (each event verified to eliminate tests and miscoded nature codes):

ABDUCTION/KIDNAPPING (IN-PROGRESS)	1
ACTIVE SHOOTER	0
AIRCRAFT ACCIDENT	1
AIRCRAFT ALERT/STANDBY	11
BURGLARY (IN-PROGRESS/JUST OCCURRED)	190
EMS-CARDIAC ARREST	11
EMS-CHOKING	14
EMS-GUNSHOT	9
EMS-CHILDBIRTH	24
EMS-STABBING	16
EMS-SUDDEN DEATH	62
ESCAPE	70
FIRE-BUILDING	5
FIRE-HIGH RISE BUILDING	0
FIREARMS (IN-PROGRESS/JUST OCCURRED)	79
HOSTAGE SITUATION	1
OFFICER DOWN	0
RESCUE-BUILDING COLLAPSE	0
RESCUE-SUBMERGED/SINKING VEHICLE	0
ROBBERY/HOLD-UP (IN-PROGRESS/JUST OCCURRED)	61

This graph, although somewhat busy, shows the **most significant incidents** from January 2011 to present:

Most Significant Calls For Service - 2011 to 2015

Legend:
- Abduction/Kidnapping
- Aircraft Accident
- Aircraft Alert Standby
- EMS-Cardiac Arrest
- EMS-Choking
- EMS-Gunshot
- EMS-Pregnancy/Childbirth
- EMS-Stabbing
- Escape
- Firearms (IPJO)
- Foot or Vehicle Pursuit
- Robbery/Holdup (IPJO)

The generally accepted standard, NFPA 1221, specifies dispatch performance based on the time that it takes the Communications Centre to answer an emergency telephone call and dispatch it to the appropriate unit as a Call For Service. The NFPA 1221 standard was revised in 2013 and provides direction that 90% of EMS Calls For Service should be dispatched within 90 seconds and 99% should be dispatched within 120 seconds.   NFPA 1221 states that 80% of Fire Service-related Calls For Service should be dispatched in 60 seconds and 95% should be dispatched within 106 seconds. There is no applicable standard for law enforcement, however, most public safety communications centres in North America use the NFPA/NENA fire and EMS standard for law enforcement Calls For Service, also.

DPSC uses the following priority level for Calls For Service:

- *LEVEL P EMERGENCY RESPONSE – An incident posing an immediate threat to life where the threat is present and on-going; and/or an incident posing an immediate threat to life involving the actual use or threatened use of a weapon. The mere presence of a weapon alone, however, without any indication of use or threat of use does not support or justify a Level P call. (CPR, aircraft accidents, gunshot wounds/stabbings).*

- *LEVEL 1 CRITICAL RESPONSE – An incident involving a situation of imminent danger to life or a high potential for a threat to life to develop or escalate. This incident must be in progress or have just occurred. (most EMS calls, shots fired, robberies).*

- *LEVEL 2 URGENT RESPONSE – Crimes against persons or significant property crimes where a rapid response is needed and the incident is in progress, or has just occurred or is about to escalate to a more serious situation (fights, disturbances, domestics, panic/holdup alarms, fire alarms, some EMS calls).*

- *LEVEL 3 GENERAL RESPONSE – Other crimes or matters requiring police response, generally non-threatening (motor vehicle accidents with no injuries, civil disputes, burglary alarms).*

- *LEVEL 4 INFORMATION RESPONSE – Calls related to reports (cold thefts, burglaries).*

- *LEVEL 6 BEAT CALL RESPONSE – Calls that require a police response but are not time critical and are most suitably handled by a beat officer (loud music, abandoned vehicles, etc.)*

- *LEVEL 7 NON RESPONSE - For use with calls handled by police station front desk personnel (lost property, information).*

- *LEVEL 8 COMMUNICATIONS HANDLED – For use with calls handled by the Communications Centre (individual staff member messages, etc.)*

- *LEVEL 9 TEST – Calls for test purposes only.*

In FY14/15, the <u>average</u> times from the time the 9-1-1 telephone call is answered until the time the call is dispatched to an officer was 1 minute, 44.5 seconds (104.5 seconds). On the chart below green indicates meeting the NFPA standard, and red indicates the time being outside of the compliance window for the highest priority Calls For Service (Priority "P" and Priority "1"):

User Agency	Reference	FY14/15		FY13/14	
	NFPA 1221 Standard	**P - Emergency**	**1 - Critical**	**P –Emergency**	**1 - Critical**
Law/RCIPS	**60 to 120 seconds**	**103 seconds**	**99 seconds**	**116 seconds**	**158 seconds**
EMS	**90 to 120 seconds**	**86 seconds**	**109 seconds**	**160 seconds**	**225 seconds**
Fire Service	**60 to 106 seconds**	**98 seconds**	**68 seconds**	**N/A**	**89 seconds**
All	**-**	**95 seconds**	**105 seconds**	**146 seconds**	**214 seconds**

RCIPS units call in vehicle stops, as well as pedestrian and boat contacts, over the radio to the Communications Centre. This type of activity involves the Comm Centre staff entering the information into CAD and then generally providing information regarding the driver's licence or vehicle registration over the radio to the officer. In FY14/15, the Communications Centre handled 6,567 RCIPS contacts which was 547 per month average which was a 5% increase over FY13/14.

RCIPS Vehicle/Pedestrian/Boat Contacts 2011 to 2015
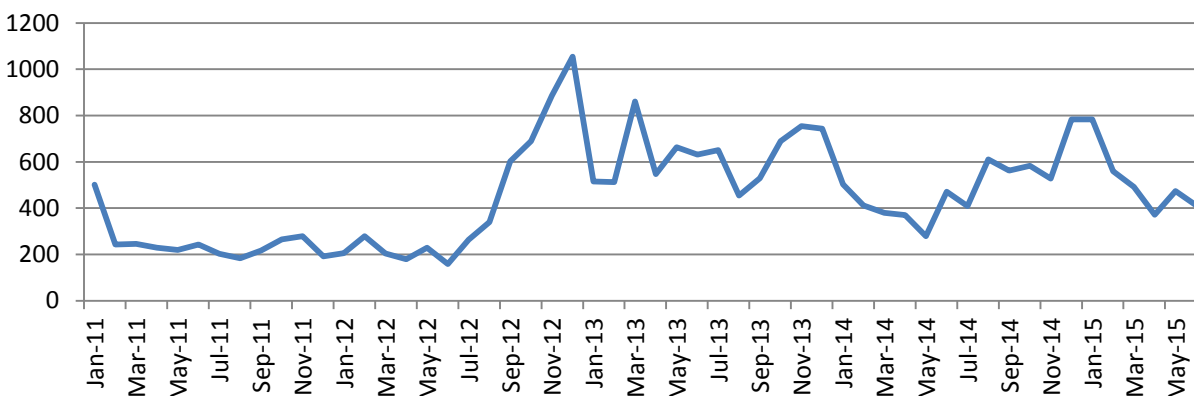
In FY14/15, the Communications Centre processed **27,939 law-enforcement related Calls For Service** (including "Report Only" Calls For Service entered into the Computer Aided Dispatch (CAD) system by civilian personnel at the district police stations.)

RCIPS Calls For Service
By District
FY14/15

- BT - 12.0%
- CB - 1.3%
- EE - 2.2%
- GT - 64.5%
- LC - 0.1%
- NS - 2.3%
- WB - 17.7%
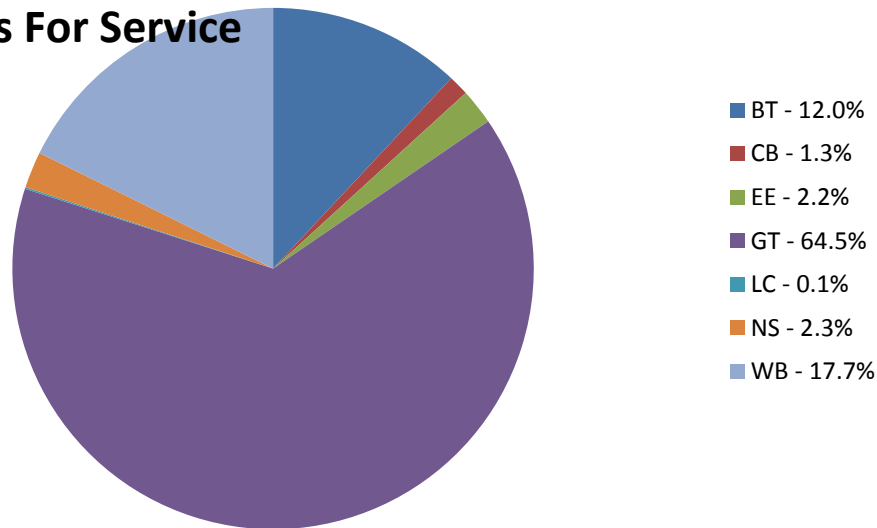
Quality - A Quality Assurance/Quality Improvement process was implemented in March 2015 after developing forms and process using the recently-approved National Emergency Number Association ANSI standard titled "Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points". The Communications Centre's QA process puts a high degree of importance on the provision of quality customer service.

The Assistant Director for Operations and Training and the Communications Supervisors performed a total of 169 full call reviews on Calls For Service during FY14/15. The Call-taking function (processing of the 9-1-1 emergency telephone call) resulted in an average score of 85.3% and the dispatch function via the radio averaged 92.7%. This averaged out to 88.9% for both aspects.
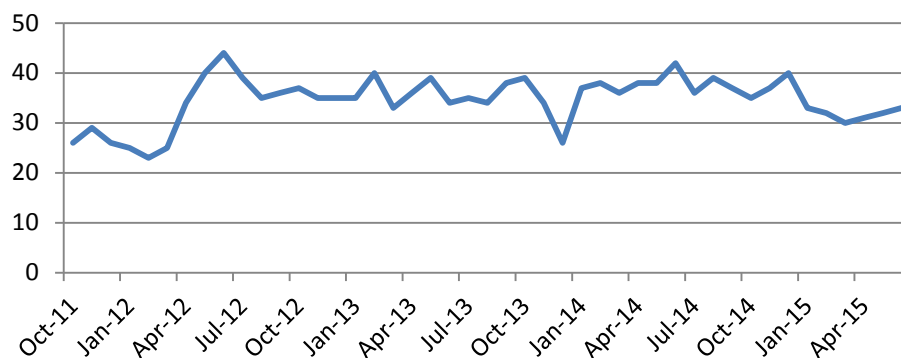
Electronic Monitoring Centre (Output EMC2)
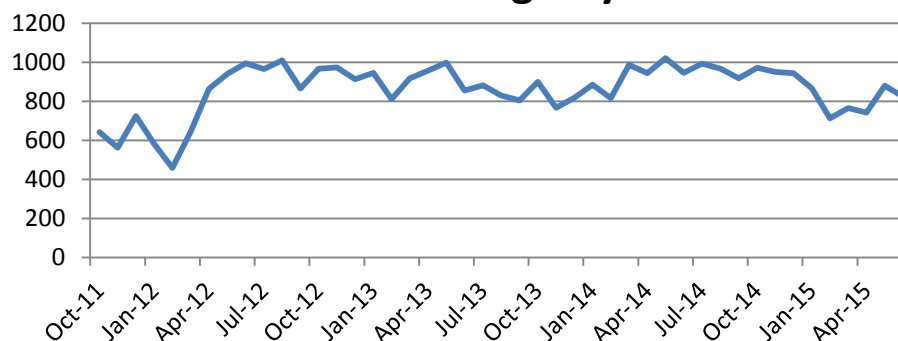
Offender Monitoring –

The EMC monitored an average of 34.6 separate offenders during each month in FY14/15. The total number of activated EM devices that DPSC is currently budgeted for based on forecasted resources is 36.

Clients Monitored

Monitoring Days (MD) are defined as how many days during the month, per offender, was the EMC responsible for monitoring and tracking. The average MD in FY14/15 was 878. This chart is essentially an evaluation of efficiency (value for money) and can be used to determine an efficiency rating for the Electronic Monitoring Programme. As the number of Electronic Monitoring staff has been constant over the past year, the chart indicates that devices are being deactivated and re-activated at a slight decrease from FY13/14 (assumption is based on the current budget cap of 36 simultaneous devices activated on the Programme.) The highest number of MD which could equal a 100% efficiency score in a month would be 1095 (36 budgeted devices x 365 days / 12 months). The average 878 in FY14/15 equals an efficiency rating of 80%. Contact has been made with the various User Groups (Courts, Police, Prison etc.) to let them know that capability exists within budget for additional EM clients to be referred to the programme.
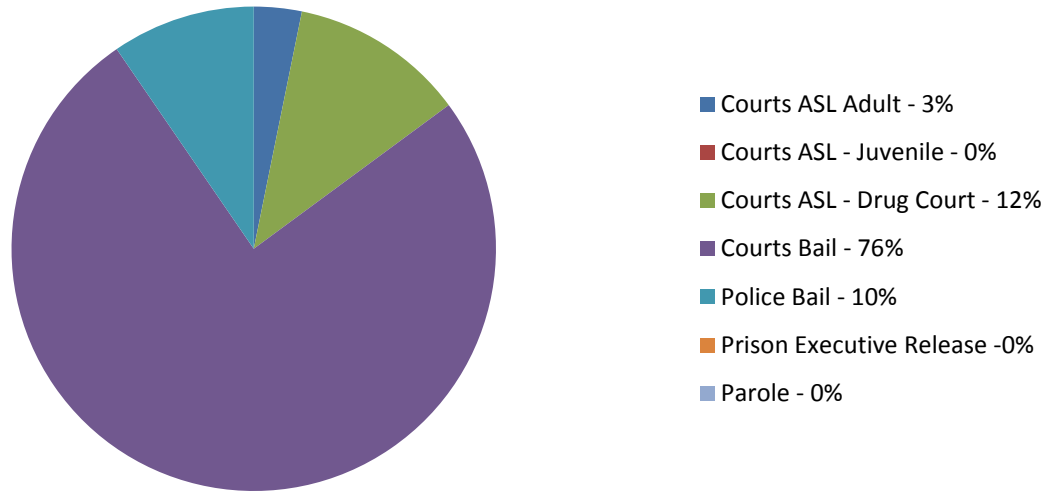
Monitoring Days

There were 94 separate referrals from User Groups to place an offender on the Electronic Monitoring Programme. The following is a breakdown by User Group:

User Group Intakes
94 Total Clients

Legend:
- Courts ASL Adult - 3%
- Courts ASL - Juvenile - 0%
- Courts ASL - Drug Court - 12%
- Courts Bail - 76%
- Police Bail - 10%
- Prison Executive Release -0%
- Parole - 0%

Quality - A Quality Assurance/Quality Improvement process was developed for the Electronic Monitoring Centre which assesses staff's ability to handle EM violation alerts. The Assistant Director for Electronic Monitoring performed a total of 120 case reviews on Electronic Monitoring Officers' activities. This assessment resulted in an average of 92.2%.

It should be noted that both the Communications Centre's and Electronic Monitoring Centre's QA processes put a high degree of importance on the provision of quality customer service.

National CCTV Programme –

The National CCTV Programme has the following assets in place at the end of FY14/15 including Phase 1.7.2 at Fairbanks which is functionally complete at the end of the fiscal year:

- 87 Camera Locations
- 251 Cameras
    - 147 Fixed
    - 82 Pan-Tilt-Zoom
    - 22 ANPR

Phase 1.6.1 is being installed which includes the re-positioning of cameras as well as additional cameras in the Esterley Tibbetts Highway Extension.   Phase 1.7.1 has been contracted to install cameras along the perimeter fence of Her Majesty's Prison Northward. Phase 1.7.1 design has been installed which provides CCTV coverage of the Fairbanks Complex (including the women's prison, Immigration Detention Centre, and the new RCIPS custody suites).

During FY14/15, the Department received 370 **requests for video images** or ANPR Reports from RCIPS. Many of these requests have led to convictions. The department is working with RCIPS and the Ministry of Home Affairs on a plan to proactively provide information to the public on the successes of the National CCTV Programme.

Department Staffing

Total Staffing Compliment is 24 (22 currently budgeted). At the end of the fiscal year, there were 11 staff members out of 22 that were Caymanians (50%). This contrasts with 2008, when there were only 4 Caymanian staff members (24%).

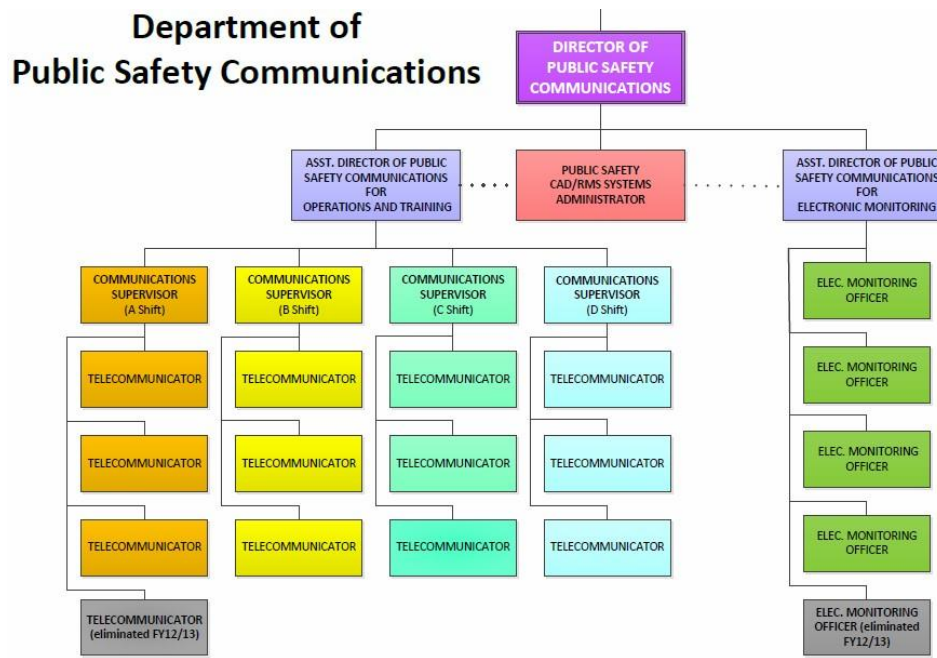**Public Safety Communications Centre**
- 1 Asst. Director for Operations and Training
- 4 Communications Supervisors
- 12 Telecommunicators
    - *1 Telecommunicator resigned*
    - *1 Telecommunicator was hired (Caymanian)*
    - *At end of FY14/15 there were 2 vacancies – hiring in process with target of August 2015*
    - *2 Telecommunicator posts were eliminated in FY12/13 budget (1 EM Officer post was subsequently converted to Telecommunicator)*

Electronic Monitoring Centre
- 1 Asst. Director for Electronic Monitoring
- 4 Electronic Monitoring Officers
    - *1 EM Officer was hired (Caymanian)*

Administrative
- 1 Public Safety CAD/RMS Systems Administrator
    - *Hired 1 July 2014*
- 1 Director of Public Safety Communications

Department Training and Official Travel

In FY14/15, the following training was completed and conferences attended in support of the Department's Succession Plan:

SunGard Public Safety and Justice Conference (Greensboro, North Carolina – August 2014)
- Public Safety CAD/RMS Systems Administrator

Association of Public Safety Communications Officials International-**APCO** (New Orleans – August 2014)
- Director of Public Safety Communications (costs shared with APCO)
- Asst. Director for Electronic Monitoring
- Public Safety CAD/RMS Systems Administrator

SunGard Users Group (Atlanta, Georgia – May 2015)
- Public Safety CAD/RMS Systems Administrator

National Emergency Number Association-**NENA** (Denver, Colorado – June 2015)
- Asst. Director for Electronic Monitoring
- Public Safety CAD/RMS Systems Administrator

NENA **Center Manager Certification Program** - CMCP (Denver, Colorado – June 2015
- Asst. Director for Electronic Monitoring

Tavcom **CCTV** Certification Course
- Asst. Director for Electronic Monitoring

British Red Cross **CPR/First Aid Instructor's** Course
- 1 Communications Supervisor

In addition, one Telecommunicator with instructor certification provided APCO Fire Service Communications training to about a dozen new Fire Service Officers.

Project Status

SunGard Computer Aided Dispatch (CAD)
- Complete and functional since February 2011
- Upgrade to "One Solution CAD" has been requested from SunGard
  - *Pending workstation hardware upgrade (estimated August 2015)*

SunGard Automatic Vehicle Location (AVL) & Mobile Data Computer (MDC)
- Current Installations
  - RCIPS – 67 vehicles

- o   Health Services Authority EMS – 3 ambulances
- o   Her Majesty's Prison Service – 2 transport vehicles
- o   Department of Immigration Enforcement – 2 vehicles
- Installations scheduled
    - o   Fire Service – 10 vehicles
    - o   Health Services Authority EMS – 5 ambulances
    - o   DPSC – 1 communications support vehicle
- Research into tablet technology in addition to or in lieu of laptop computers in RCIPS vehicles is being undertaken to determine the best way forward

SunGard Database Query
- Scope of Work approved by all stakeholders and finalised
- Target implementation is 4th quarter calendar year 2015

National CCTV Programme
- Phase 1, 1.1 and 1.2 complete
- Phase 1.7.1 (Esterley Tibbetts Highway Extension) installation in progress (estimated September 2015)
- Phase 1.7.2 (Northward Prison) installation in progress (estimated August 2015)
- Phase 1.7.3 nearing completion (estimated July 2015)

DPSC Initiatives Status

Strategic Plan - The Department of Public Safety Communications' Strategic Plan was last revised in December 2012.   It was reviewed in April 2013 at an off-site retreat with DPSC management. The Plan will be revised by the end of calendar year 2015.

Succession Plan - The Department of Public Safety Communications' Succession Plan was last revised in March 2015.   Training priorities are continually updated and form the basis for the use of Official Travel and Training budgets as outlined above. The Succession Plan will be revised by the end of calendar year 2015.

Public Education/Awareness/Social Media – The department is working with the Ministry of Home Affairs, Premier's Press Secretary and RCIPS on rolling out a comprehensive ongoing public education campaign which will include near real-time Public Service Announcements using Twitter and FaceBook.

Budget

The Department of Public Safety Communications operational budget was similar to the last two years in terms of financial resources.   Overall, expenditures came in under budget but a great deal of savings was due, again, to the difficulty in quickly hiring replacements for vacated posts.

DPSC	BUDGET	ACTUAL
FY12/13	3,209,434	2,837,505
FY13/14	3,400,269	3,202,201
FY14/15	3,422,670	3,223,128
FY15/16	3,485,491	N/A

There were no new capital projects in FY14/15, however the department maintained financial and high level project oversight on behalf of the Ministry of Home Affairs on the continued deployment of SunGard software modules for DPSC, RCIPS, Her Majesty's Prison Service, and the Department of Immigration.

Department of Public Safety Communications
Public Contact Directory – July 2015

Assignment	Name	Office
Emergency		9-1-1
Emergency - 7 digit		943-4911
Non-Emergency Dispatch		943-4311
Alarm Line		244-5218
Media Line		244-5200
DPSC Administration (not related to dispatch)		949-9008
FAX		949-4386
Electronic Monitoring Centre (Offender Monitoring)		244-5230
Electronic Monitoring Centre (National CCTV Programme)		527-CCTV(2288)
Director of Public Safety Communications	Brent Finster	244-5221
Asst. Director – Operations and Training	Lennox Vernon	244-5222
Asst. Director – Electronic Monitoring/CCTV Administrator	Julian Lewis	244-5223
Public Safety CAD/RMS Systems Administrator	Liza Jackson	244-5228
Public Safety Communications Centre		
Communications Supervisor-A Shift	Naddine Davis	949-9008
Communications Supervisor-B Shift	Andrew Wilmoth	949-9008
Communications Supervisor-C Shift	Ron Bush	949-9008
Communications Supervisor-D Shift	Jason Weeks	949-9008
Electronic Monitoring Centre		
On-duty Electronic Monitoring Officer		244-5230

Website
www.911.gov.ky