Office of Emergency Communications
Staffing Needs
Current Minimum Staffing is 16 per 24 hour shift

- 1 Chief
- 3 Senior Captains
  - 8 Captains
  - 4 CSOs
Chief manages the whole floor.

Senior Captains directly supervise the 12 other positions.

Communication Captains

Under present conditions, Senior Captains are being used to monitor active fires.

This scenario takes away from the recommended span of control for emergency communications.

Communication Captains monitor the channels.

Are now being sent to 2-11 fires to assist the Incident Commander on the scene of a fire.
### Additional Factors to Consider

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<td><strong>The present radio configuration requires monitoring of 6 channels, 24/7.</strong></td>
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<td><strong>An extremely high amount of administrative traffic (78,000 calls and call-backs) requires filling 3 CSO positions at all times.</strong></td>
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<td><strong>There has been a substantial increase in the number of combined Fire &amp; EMS events in the past 3 years and there are expectations of greater increases in the future.</strong></td>
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## Combined Fire & EMS Events

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<th>Total</th>
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<tr>
<td>First 6 months 2013</td>
<td>146,201</td>
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<tr>
<td>Calendar Year 2012</td>
<td>293,752</td>
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<tr>
<td>Calendar Year 2011</td>
<td>276,805</td>
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<td>Calendar Year 2010</td>
<td>270,427</td>
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An Increase in calls needs additional support

Approximately 9,000 emergency calls per day are processed at the HEC.

The volume of emergency calls can easily double during times of inclement weather or special social/sporting events in the Greater Houston area.
Complexity of Managed Resources

- Computer Aided Dispatch (CAD)
- Geographical/Mapping Information System (GIS)
- Records Management System (RMS)
- Multi-line 9-1-1 & Non-emergency telephone system
- Multi-Channel Radio System
- Multi-Radio/Multi-Telephone Line Voice Logging System
- Automatic Vehicle Location System (AVL)
Staffing 24/7 Positions

• The current Houston Fire Department formula for staffing 24/7 positions is:
  • $4.66 \times (P)$
  • (P) Being the number of positions staffed
  • $4.66 \times 16 = 75$