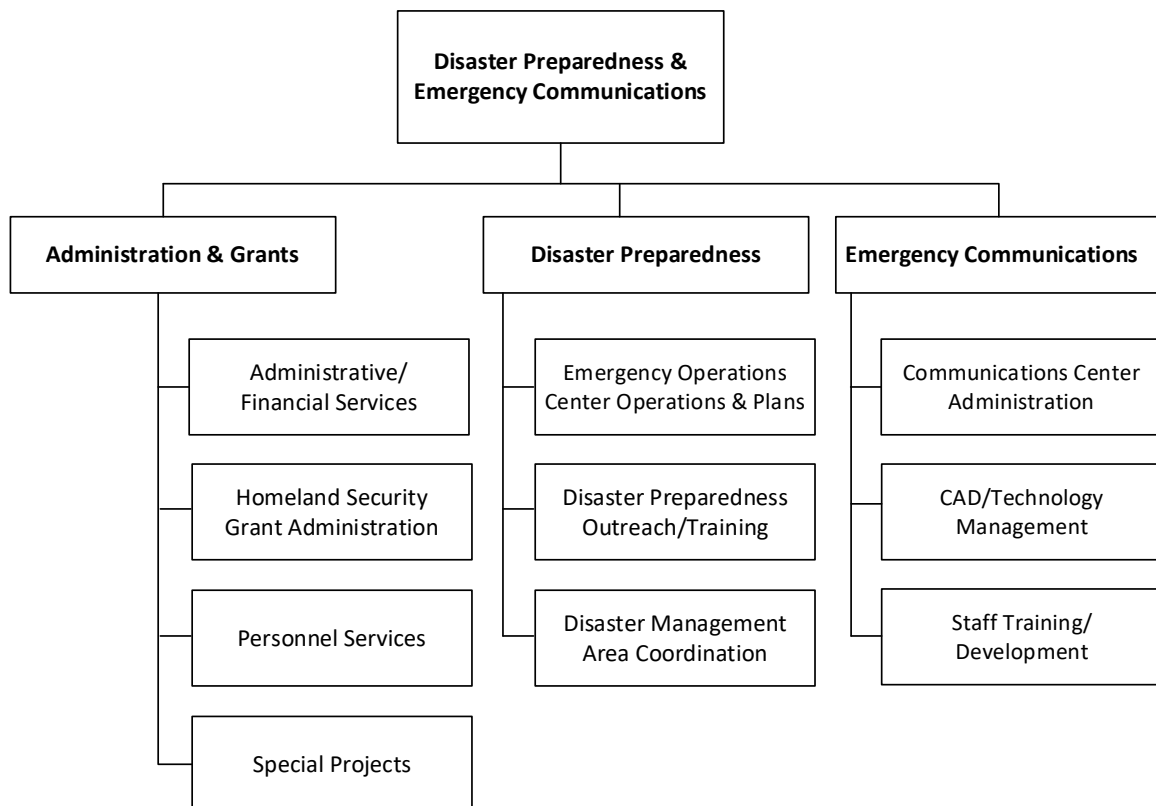


# Disaster Preparedness & Emergency Communications



Reginald Harrison, Director

Meredith Dawson, Administration & Grants Officer

Melina Runnels, Acting Communications Center Officer

Luis Valdez, Disaster Preparedness Officer

# Department Overview

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## **Mission:**

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

## **Core Services:**

- Educate residents and business owners on steps they can take to mitigate the impacts of a disaster on their home or workplace, how to respond to a variety of disasters, and how to receive emergency messages from the City's mass notification system, Alert Long Beach.
- Coordinate and administer Citywide emergency preparedness plans to ensure that City employees and key Community Partner Organizations (CPOs), including local school districts, colleges, hospitals, the American Red Cross and other non-profits, 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 response to and recovery from a major emergency or disaster.
- Coordinate and administer the Citywide Homeland Security Grants Program (HSGP) to ensure 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 residents, business owners 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 25 Focus:**

The Disaster Preparedness and Emergency Communications Department (Department) provides four key services that are imperative to maintaining the safety and well-being of the City of Long Beach, its residents, business community and first responders: (1) disaster preparedness, mitigation, response and recovery; (2) maintenance and activation of the City's Emergency Operations Center (EOC); (3) the Emergency Communications Center and the Public Safety Dispatchers responsible for 9-1-1 call-taking and dispatching of Police, Fire and Emergency Medical Services; and, (4) administration of the City's Homeland Security Grants program.

The Disaster Preparedness Division will continue to educate CPOs, City staff and residents with the goal of creating a more resilient Long Beach in the face of disasters or emergencies. The Department will engage residents through participation in community events and facilitation of informational programs to promote resiliency through collaboration amongst neighbors in the wake of a disaster. In FY 25, the Department will continue to keep the Long Beach community informed through CPO meetings, multiple emergency messaging systems, including Alert Long Beach, and by providing educational resources via the department website, social media accounts and printed materials.

In FY 24, the Disaster Preparedness Division implemented several plans and resources that are also applicable to the Los Angeles 2028 Olympic Games. The City's first Evacuation and Shelter-in-Place Plan was developed to ensure a safe, efficient, and orderly evacuation process in case of an emergency. The plan takes into consideration the unique social, cultural, and geographical climates of Long Beach, as well as the needs of its Disabilities and Access and Functional Needs (DAFN) community. The Disaster Preparedness Division upgraded the City's Outdoor Public Warning System, which provides audible alarms via high-capacity speakers to notify the public of critical emergencies. The Warning System upgrade provides enhanced capabilities to quickly mobilize speakers and customize messaging as the need arises or emergencies evolve. Additionally, the Department completed an Emergency

## Department Overview

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Operations Plan for the arrival of unexpected migrant families, and successfully applied for a Hazard Mitigation Grant to fund an earthquake early warning project.

The Disaster Preparedness Division oversees the City's Emergency Operations Center (EOC), a 3,300 square foot facility that serves as the focal point for coordination of the City's emergency planning, training, response, and recovery efforts. The EOC was activated for a majority of the past five years in response to a broad spectrum of emergencies including the COVID-19 pandemic, Presidential elections, civil unrest and protests, reunification of migrant children, winter storms, and the homelessness crisis. During these activations, more than 250 City employees have reported to the EOC, creating a "stress test" of the facility's capabilities and identifying improvement opportunities. Recent EOC upgrades include installation of new computers, smartboards, video conferencing, and enhanced accessibility for EOC staff through docking stations, additional workspaces, and private meeting rooms. In FY 25, the Department will continue to routinely assess EOC functionality, and implement further improvements to enhance efficiency of its operations.

The Emergency Communications Division, consisting of Police and Fire 9-1-1 Public Safety Dispatchers, plays a critical role in the City's continuum of public safety. 9-1-1 Dispatchers are responsible for the safety and well-being of Long Beach residents, business owners, Police Officers and Firefighters. To serve these communities at the highest level, the Emergency Communications Division will continue to meet or exceed 9-1-1 call-taking industry standards and continuously refine internal procedures to ensure staffing levels are at maximum efficiency to best serve the public and first responders.

In FY 25, the Emergency Communications Division will continue the "Join Long Beach 9-1-1" recruitment program through the implementation of robust recruitment and retention strategies. In FY 23, the Department worked in conjunction with a consulting firm to complete a 9-1-1 Staffing Study, which identified benchmarks and industry standards, including staffing levels, recruitment and hiring practices, and overtime requirements. Many of these recommendations were implemented in FY 24, including the addition of "Call Taker Only" Dispatchers to expeditiously increase staffing in the Communications Center, and participation in the Citywide Recruitment Incentive Program to assist with recruiting and retaining qualified 9-1-1 dispatchers. In FY 24, the Department assumed responsibility of the backgrounding process for 9-1-1 Dispatcher candidates, reducing the completion time by approximately 90 days. Given the competitive nature of the job market, this operational improvement is critical in retaining candidates through the lengthy hiring process. The 9-1-1 Staffing Study will continue to inform the Department's priorities in FY 25, with initiatives such as web-based staff scheduling software, digitization of daily operating reports, and quality assurance reviews.

The Emergency Communications Division will continue to prepare 9-1-1 operations for the implementation of Next Generation 9-1-1 (NG911), an industry-wide technology upgrade. NG911 will greatly improve the operations and reliability of Long Beach's 9-1-1 systems, as it will enhance emergency communications to create a faster, more resilient system that has the potential to seamlessly share voice, photos, and text messages between the public and 9-1-1. The Division will continue to focus on consolidating the 9-1-1 Emergency Communications Center through a cross-training program, which certifies Dispatchers to answer both Police and Fire calls. A consolidated 9-1-1 Center provides a service enhancement to the public by eliminating the need to transfer calls and reducing dispatcher overtime shifts by increasing the availability of dispatchers to manage major incidents.

In FY 24, the Department expanded upon the functionality of its 9-1-1 Back-Up Center through the procurement of two grant-funded vehicles – a mobile 9-1-1 Radio Vehicle and a 9-1-1 Dispatcher Suburban. In the event the 9-1-1 Communications Center is evacuated, the 9-1-1 Radio Vehicle, equipped with four radio consoles, will provide uninterrupted call-taking and radio dispatching for Police, Fire, and Emergency Medical Services. The 9-1-1 Suburban will serve to transport Dispatchers to the 9-1-1 Back-Up Center in the event of an evacuation, as well as recruitment and outreach vehicle at community events.

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In FY 25, the Emergency Communications Division will continue to implement improvements to the 9-1-1 Back-up Center to ensure dispatcher responsibilities are met and that technology and telephone consoles closely resemble those of the primary 9-1-1 Center.

In FY 25, the Department will maintain focus on its Health and Wellness Program to enhance the well-being of the City's 9-1-1 Dispatchers in the Emergency Communications Center. Initiatives include crisis and family counseling resources, comfort K-9 visits, an employee recognition program, and facility improvements to maximize comfort for staff assigned to non-traditional shifts and overtime.

The Administration Division will continue to manage the Citywide Homeland Security Grants Program, which oversees the application process for funding, assuring compliance with grant requirements, and serves as a liaison between City Departments and granting agencies. Awarded funds are utilized by multiple departments, primarily the Police, Fire, and Health Departments, to procure equipment, planning, and training that will help Long Beach prepare, mitigate, and respond to natural and man-made disasters.

## Department Performance Measures

Key Measure	FY 23 Actual	FY 24 Target	FY 24 Estimate	FY 25 Projection
Number of disaster preparedness training events and outreach efforts conducted for City employees, Community Partner Organizations (CPO), and the community.	20	18	18	20

In FY 24, the Department continued to participate in outreach events such as the "Quake Heroes" Earthquake Expo during National Preparedness Month, and engaged the community during disaster preparedness observances such as Tsunami Preparedness Week and Pet Preparedness Month. In FY 25, the Disaster Preparedness Division will focus on reinvigorating community outreach programs to facilitate resource identification amongst neighbors to increase the preparedness and resiliency of our Long Beach neighborhoods.

Key Measure	FY 23 Actual	FY 24 Target	FY 24 Estimate	FY 25 Projection
Number of Public Safety Dispatcher candidates invited to interview as part of recruitment.	63	75	63	75

In partnership with Civil Service and Human Resources Departments, the recruitment of eligible 9-1-1 Public Safety Dispatcher candidates is open and continuous year-round. This allows the Department to maintain manageable staffing levels through continuous outreach to viable dispatcher candidates. In addition to open and continuous recruitment, the Department will continue implementation of the "Join Long Beach 9-1-1" recruitment campaign to attract and retain dispatcher candidates.

Key Measure	FY 23 Actual	FY 24 Target	FY 24 Estimate	FY 25 Projection
Percentage of 9-1-1 calls for service answered within industry standards.	91	90	90	90

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 quickly as possible. 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 20 seconds. The non-emergency public safety phone tree, first implemented by the Department in FY 23, continues to successfully reduce the number of non-emergency calls answered by 9-1-1 Dispatchers, ensuring that these call-answering standards are met.

## FY 24 Accomplishments

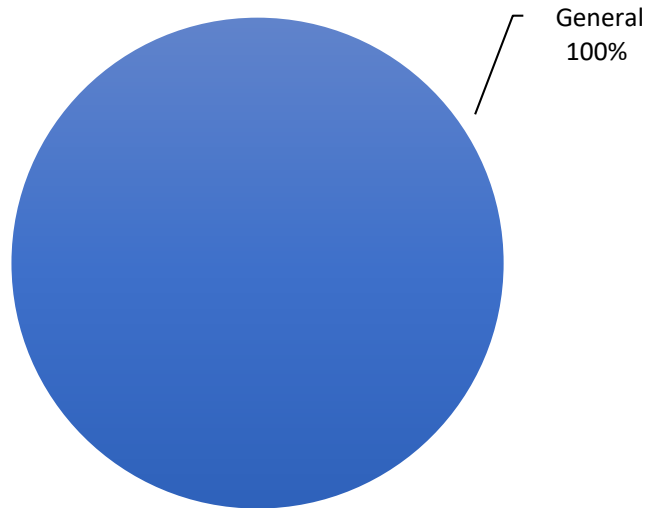
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- Initiated the first Mass Evacuation and Shelter-in-Place Plan to provide a safe and efficient evacuation processes in an emergency, while considering Long Beach's unique social, cultural, and geographical climates, including its Disabilities and Access and Functional Needs community.
- Developed the City's Migrant Families Plan to provide a response framework should the City experience an unexpected arrival of migrants from the US southern border.
- Upgraded the City's Outdoor Public Warning System, which provides audible messages via high-capacity speakers to notify the public of critical emergencies. The Warning System upgrade provides enhanced capabilities to quickly mobilize speakers and customize messaging as the need arises.
- Partnered with Council District 3 to host the "Quake Heroes" Earthquake Expo to encourage residents to be better prepared for earthquakes and other natural disasters.
- Administered a Homeland Security Grant Program (HSGP) portfolio of \$32.9 million, which includes management of \$24.9 million in active HSGP grant funding and \$8 million in new grant funding requests for future Citywide projects to provide training and equipment acquisition for first responders.
- In calendar year 2023, the Police Communications Center received more than 550,000 calls, handled 219,545 outbound calls to agency partners, and dispatched 207,589 emergency units. The Fire Communications Center received 86,174 calls, handled 6,820 outbound calls to agency partners, and dispatched 81,114 emergency units.
- Implemented recommendations identified in the recently completed 9-1-1 Staffing Study, including the addition of "Call-Taker Only" positions in the 9-1-1 Emergency Communications Center to augment staffing levels, participation in the City's Recruitment Incentive Program to attract and retain 9-1-1 Dispatcher candidates.
- In Calendar Year 2024, the Department's recruitment team participated in 44 community events to promote the "Join Long Beach 9-1-1" recruitment program, resulting in 63 Public Safety Dispatcher candidates interviewed, 58 Conditional Offers made, and after completing the required background process, 16 were hired and began the year-long Training Academy. Currently, there are 15 dispatchers in various stages of training.
- Assumed oversight of the Police-level background investigation process for 9-1-1 dispatcher candidates, reducing the completion time by approximately 90 days.
- Activated the EOC at Level 2 in response to the unprecedented February 2024 winter storms, and submitted an Initial Damage Estimate (IDE) of over \$7 million in damages to City facilities for reimbursement from FEMA.
- Encouraged the community and City staff to participate in the Great ShakeOut earthquake drill, Tsunami Preparedness Week, Pet Preparedness Month activities, and engaged the public through social media campaigns, including Facebook Live videos and Alert Long Beach notifications.
- Led several cross-departmental efforts for the City of Long Beach's HSGP. Held four quarterly joint-sessions with City staff from Police, Fire, Health & Humans Services, Parks, Recreation, and Marine, Technology Innovation, and Harbor departments to coordinate Urban Area Security Initiative (UASI) and State Homeland Security Program (SHSP) grant applications.
- Leveraged approximately \$400,000 in HSGP funds to purchase a Mobile 9-1-1 Radio Vehicle to pair with the department's back-up 9-1-1 Center.
- Executed a Hazard Mitigation Grant funded contract to install Automated Earthquake Early Warning System at Long Beach Utilities facilities. This system will distribute notifications of seismic activity through City facility public address, VOIP telephones, and radio systems.
- Trained staff in operating the 9-1-1 Emergency Communications back-up center through real-time 9-1-1 call-taking to maintain the readiness of equipment and staff familiarization.

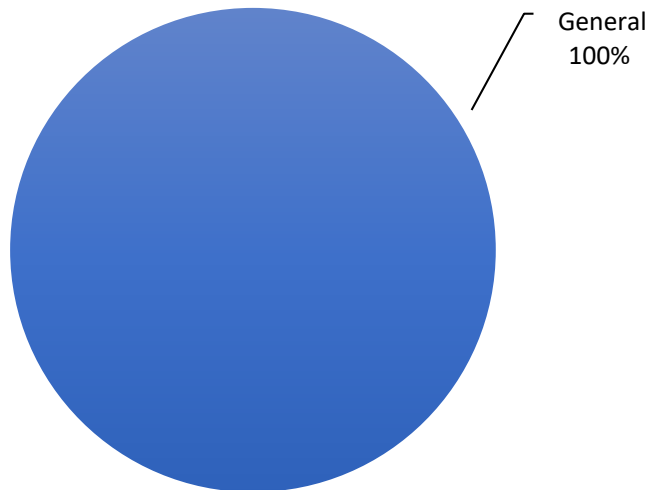
## FY 25 Budget

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### FY 25 Revenues by Fund Group



### FY 25 Expenditures by Fund Group



### Fund Impact

Fund Group	Revenues	Expenditures	Fund Impact
General	127,347	16,617,089	(16,489,742)
Total	127,347	16,617,089	(16,489,742)

## Summary of Changes\*

General Fund Group	Impact	Positions
Create a new classification, Communications Center Officer, to establish congruence between position and job duties. Reclassify a Special Projects Officer to a Communications Center Officer. **	-	-
Reclassify a Special Projects Officer to an Administrative Officer in the Administration Division to better align the position with current duties.	-	-

\* 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 fund).

\*\* Implementation of this item awaits additional review by Human Resources and/or Civil Service, including meet-and-confers with the affected bargaining unit(s).



## Disaster Preparedness Division

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### Key Services:

#### 1. Citywide Disaster Preparedness

- Citywide Emergency Planning
- Communications and Outreach
- 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 Facility Usage
- EOC Operational Readiness
- EOC Plan Updates

<b>Disaster Preparedness</b>	<b>Actuals FY 23</b>	<b>Adjusted* FY 24</b>	<b>Adopted** FY 25</b>
Revenues	-	-	-
Expenditures	1,392,183	1,187,784	1,230,653
Budgeted FTEs	3.00	3.00	3.00

\*Adjusted Budget as of March 31, 2024.

\*\*Amounts exclude all-years carryover.

Note: The City is currently maintaining two different financial systems and until a new budget development software is established, the financial information displayed in the future may have further adjustments.

## Administration Division

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### Key Services:

#### 1. Administration and Financial Services

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

Administration	Actuals FY 23	Adjusted* FY 24	Adopted** FY 25
Revenues	(766,415)	-	-
Expenditures	2,620,311	2,284,426	2,578,461
Budgeted FTEs	6.00	7.00	7.00

\*Adjusted Budget as of March 31, 2024.

\*\*Amounts exclude all-years carryover.

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# 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 23</b>	<b>Adjusted* FY 24</b>	<b>Adopted** FY 25</b>
Revenues	127,362	127,347	127,347
Expenditures	10,207,625	12,460,073	12,807,974
Budgeted FTEs	79.00	81.00	81.00

\*Adjusted Budget as of March 31, 2024.

\*\*Amounts exclude all-years carryover.

Note: The City is currently maintaining two different financial systems and until a new budget development software is established, the financial information displayed in the future may have further adjustments.

## Financial Summary by Category

	Actual	Adopted*	Adjusted**	Adopted*
	FY 23	FY 24	FY 24	FY 25
<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	(772,937)	-	-	-
Charges for Services	127,362	127,347	127,347	127,347
Other Revenues	-	-	-	-
Intrafund Services	-	-	-	-
Intrafund Transfers	-	-	-	-
Interfund Services	-	-	-	-
Interfund Transfers	6,522	-	-	-
Other Financing Sources	-	-	-	-
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Total Revenues	(639,053)	127,347	127,347	127,347
<b>Expenditures:</b>				
Salaries and Wages	5,995,423	7,491,044	8,611,563	8,657,111
Employee Benefits	3,692,584	4,772,238	5,188,373	5,554,779
Overtime	1,641,200	223,684	223,684	223,684
Materials, Supplies and Services	1,377,465	561,406	561,406	561,406
Interfund Support	1,462,043	1,347,257	1,347,257	1,620,109
Intrafund Support	44,883	-	-	-
Capital Purchases	-	-	-	-
Insurance Premiums and Losses	-	-	-	-
Other Non-Operational Expenditures	-	-	-	-
Operating Transfers	6,522	-	-	-
Intrafund Transfers Out	-	-	-	-
Purchase of Gas & Water	-	-	-	-
Depreciation and Non Cash Expenditures	-	-	-	-
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Total Expenditures	14,220,119	14,395,629	15,932,283	16,617,089
<b>Budgeted FTEs</b>	88.00	91.00	91.00	91.00

\* Amounts exclude all-years carryover.

\*\*Adjusted Budget as of March 31, 2024.

Note: The City is currently maintaining two different financial systems and until a new budget development software is established, the financial information displayed in the future may have further adjustments.

## Personnel Summary

Classification	FY 23 Adopt FTE	FY 24 Adopt FTE	FY 25 Adopt FTE	FY 24 Adopted Budget	FY 25 Adopted Budget
Director-Disaster Prep & Emergency Comm	1.00	1.00	1.00	239,002	253,605
Administrative Analyst II	2.00	2.00	2.00	176,028	182,426
Administrative Analyst III	1.00	1.00	1.00	105,763	116,507
Administrative Officer	-	-	1.00	-	126,532
Assistant Administrative Analyst II	-	1.00	1.00	69,861	73,956
Communications Center Coordinator	3.00	3.00	3.00	328,684	397,049
Communications Center Officer	-	-	1.00	-	126,532
Communications Center Supervisor	3.00	4.00	4.00	405,383	470,869
Community Program Technician II	1.00	-	-	-	-
Disaster Preparedness Officer	1.00	1.00	1.00	121,601	126,501
Executive Assistant	1.00	1.00	1.00	67,068	75,782
Payroll/Personnel Assistant II	1.00	1.00	1.00	56,491	62,235
Public Safety Dispatcher II	56.00	58.00	58.00	4,553,275	5,327,851
Public Safety Dispatcher III	4.00	4.00	4.00	341,408	388,176
Public Safety Dispatcher IV	11.00	11.00	11.00	1,034,495	1,219,718
Secretary	1.00	1.00	1.00	63,271	73,172
Special Projects Officer	2.00	2.00	-	244,573	-
<b>Subtotal Salaries</b>	88.00	91.00	91.00	7,824,902	9,038,911
<b>Overtime</b>	-	-	-	223,684	223,684
<b>Fringe Benefits</b>	-	-	-	4,590,362	5,338,548
<b>Administrative Overhead</b>	-	-	-	181,877	216,231
<b>Attrition/Salary Savings</b>	-	-	-	(241,735)	(289,677)
<b>Expenditure Transfer</b>	-	-	-	(92,123)	(92,123)
<b>Total</b>	<b>88.00</b>	<b>91.00</b>	<b>91.00</b>	<b>12,486,967</b>	<b>14,435,574</b>

