Stack of Dispatch Services

Variables:
- Number of public safety agencies served
- Number of non-public safety agencies served
- Overall volume of activity
PSAP Staffing

- **Performance standards**
  - Within 3 rings
  - 90% of calls within 10 seconds
  - Emergency callers don’t have much patience for too many rings or being put on hold.

- **Models for staffing**
  - Use erlangs (complex modeled data)
  - Use peer centers data
  - APCO Retain model (more straight forward)
  - Reality: budget

- **Different nature of emergency dispatch**
  - Processing time (call, dispatch, document,...)
  - Calls come in when they come in, not at regular intervals
  - Need room for emergencies
  - Rounding rules

- **Vicious cycle of understaffing and turnover**
  - Dispatch centers are often understaffed
  - Understaffing creates stress for personnel
  - Stress from understaffing creates personnel turnover
  - Personnel turnover causes understaffing