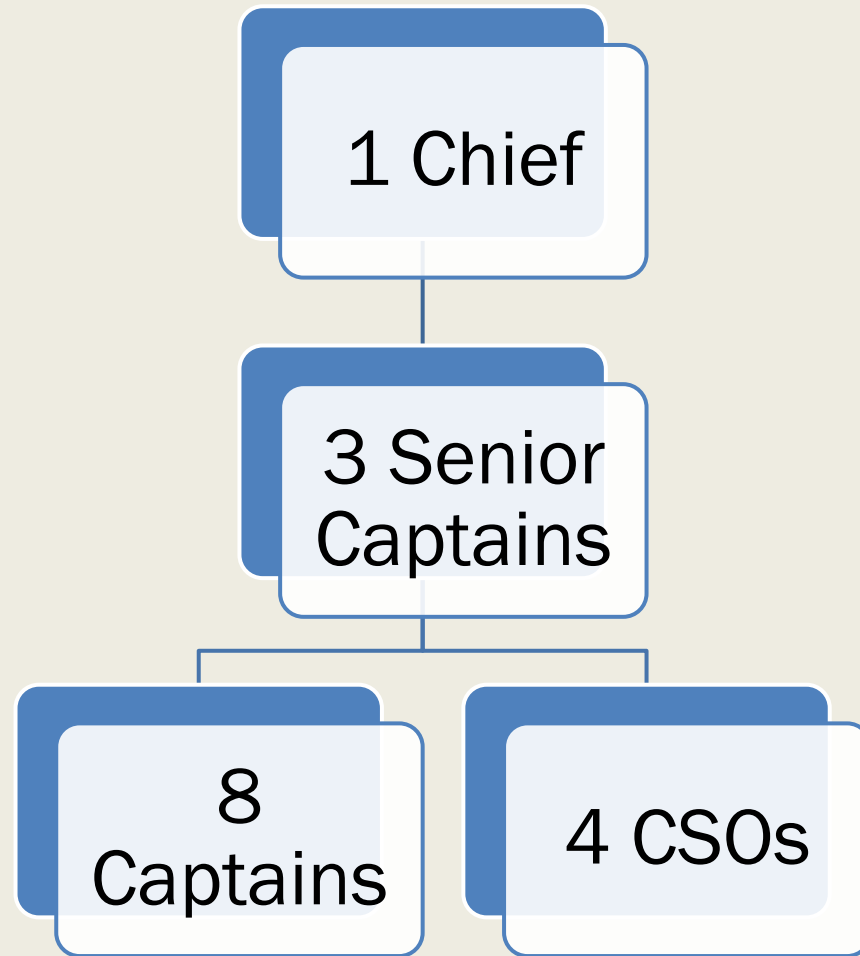




Office of  
Emergency Communications  
Staffing Needs

# Current Minimum Staffing is 16 per 24 hour shift



# Important Considerations

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.

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



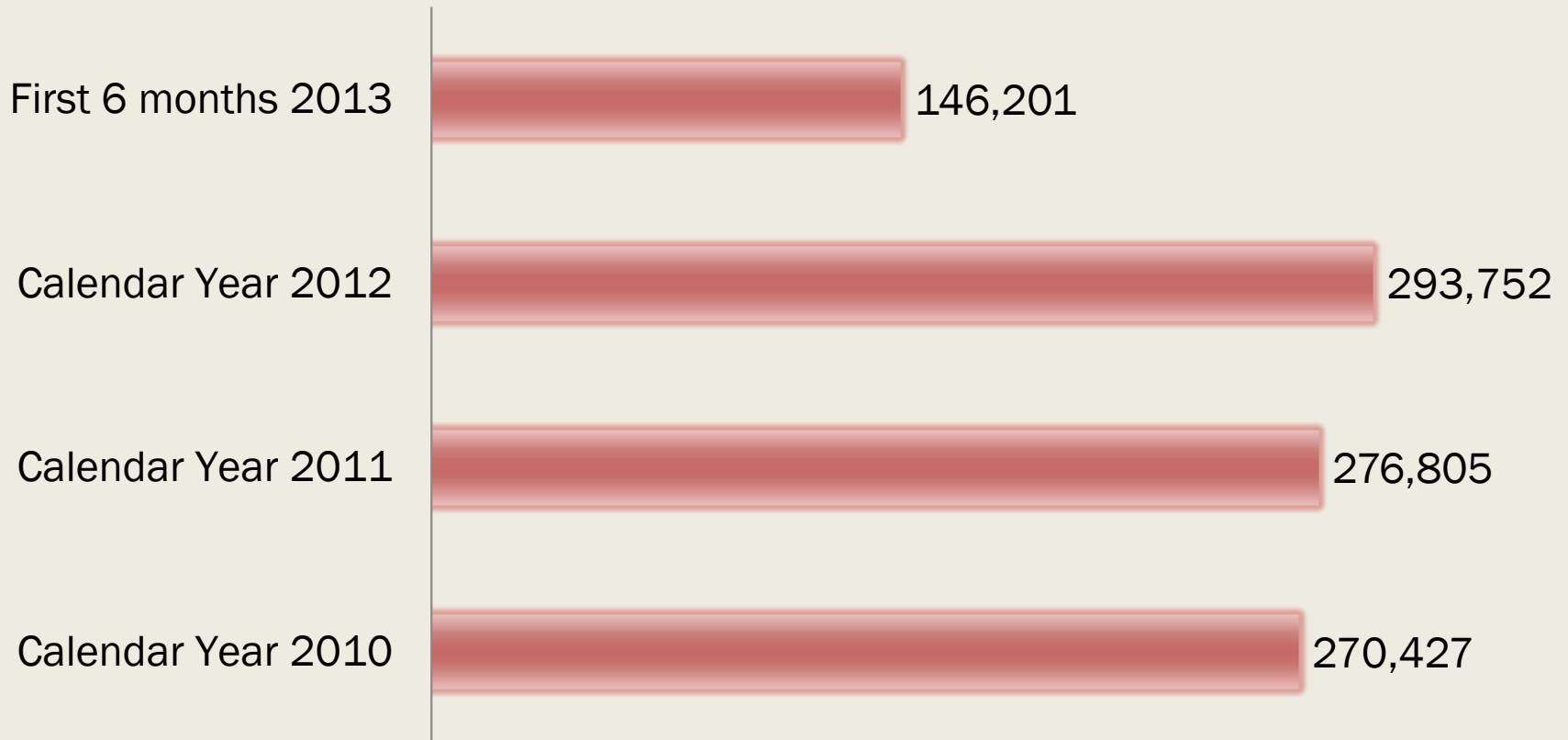
The present radio configuration requires monitoring of 6 channels, 24/7.

An extremely high amount of administrative traffic (78,000 calls and call-backs) requires filling 3 CSO positions at all times.

There has been a substantial increase in the number of combined Fire & EMS events in the past 3 years and there are expectations of greater increases in the future.

# Combined Fire & EMS Events

Total



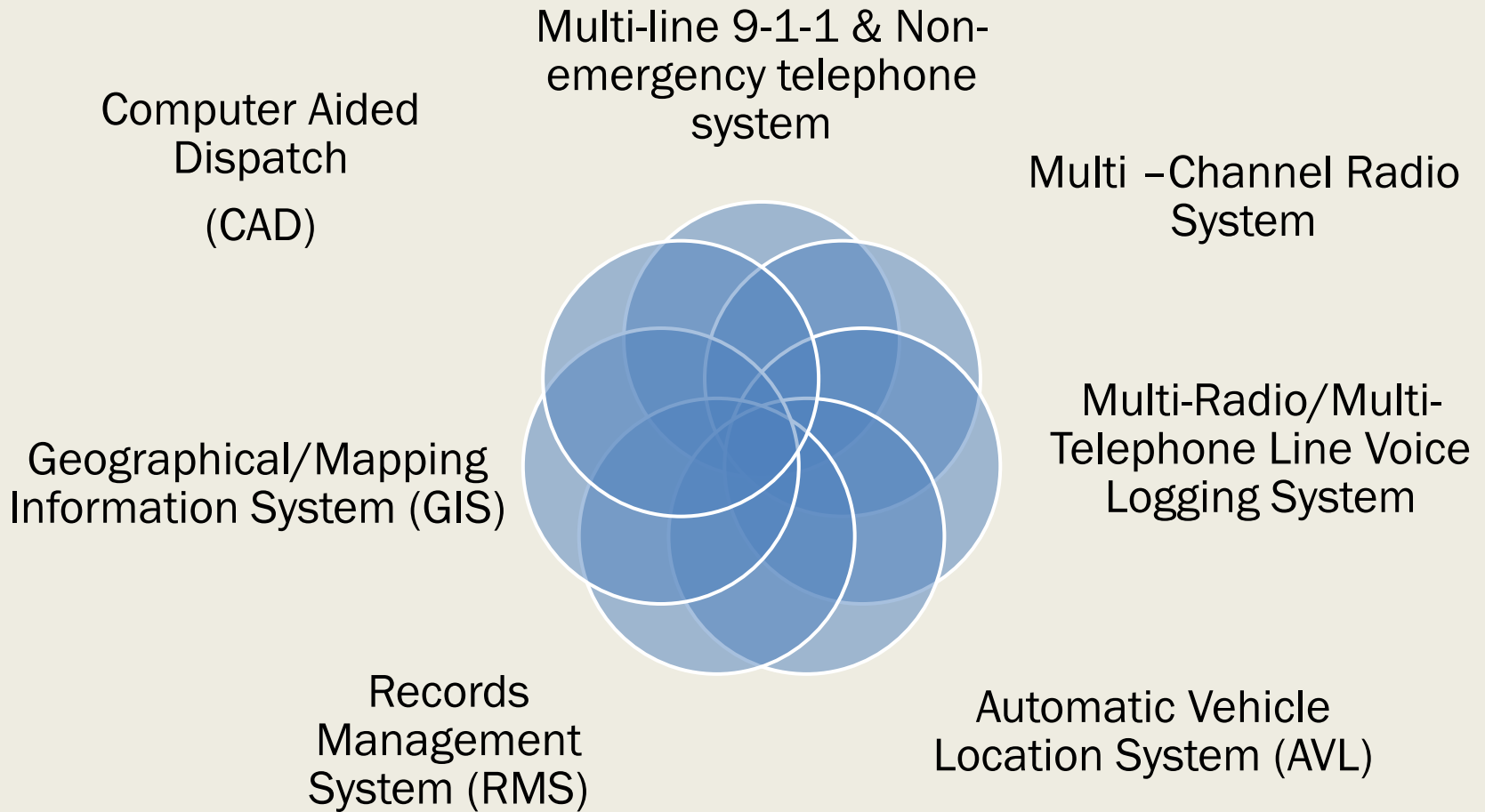
# **An Increase in calls needs additional support**

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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



# 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
- $4.66 \times 16 = 75$