
Powhatan's Public Safety Communications (PSC) Department is a High Performance 911 Center. The PSC Communications Center, as with every high performance center, must meet industry standards ¹ for call processing and have constant and consistent quality review of standards.

In an Emergency, Every Second Counts! The PSC has, and will continue to reduce the amount of time (seconds) to dispatch all 911 calls.

The PSC has and will continue to implement next generation technology to improve quality and speed of service. E.G. Computer Aided Dispatch (CAD) System for PSC, PSO and PFR. This system has improved the level of service we provide to our citizens in need.

Standards

1. NFPA- National Fire Protection Academy- Operations 1221-15, 7.4.1, which states in part: Ninety-five of alarms received shall be answered within 15 seconds, **FY19- PSC answered 911 calls 95% of the time under 10 seconds.**
2. 2018 Implemented **Quality Assurance Reviews- QA** Is a review on pre-determined incidents to ensure Communications Officers obtain critical information from the 911 caller and dispatches appropriate resources. All PSC Communications Officers are meeting or surpassing the 80% Quality Assurance standards.
- 3. **Continue to Reduce total processing (enter & dispatch) time for high priority incidents to meet or surpass Industry Standards. PSC has reduced total processing times by 20% since July of 2018.**

Powhatan County



**Public Safety Communications
Department**

Mission

Setting the example by exceeding the standard!

Powhatan County Department of Public Safety Communications (PSC) is committed to answering all 9-1-1 and non-emergency calls with professionalism, integrity, and empathy.

Our goal is to provide quality service to our visitors and citizens by being the vital link to Police, Fire, and Emergency Medical Services. We are the First of the First Responders and the lifeline between our community and emergency services personnel.

What is required to be a Communications Officer?

PSC 911 Communications Officers – Answers, prioritizes, and determines appropriate responses for public safety responders to citizens and visitors in need. Dispatches police, fire, rescue, and other resources. Monitors public service radio frequencies to remain informed of the location of field personnel.

If you believe you can make a difference, help people in need and truly want to be a member of a high performance public safety winning team, then come join the PSC Department.

www.powhatanva.gov/1586/Public-Safety-Communications-Officer--Pa

Achievements & Targeted Goals:

- 2016 Implemented Emergency Medical Dispatch (EMD) protocol program. Department received
- Implement Text to 911 by June of 2019. This service will assist with hearing impaired or deaf citizen caller and those who are being held against their will and are not able to verbalized what they need.
- Implement Automated Security Alarm Protocol ASAP to PSAP-911Center in FY20. This software solution will provide instantaneous home and business security alarm notifications to the 911 Center.

