



APCO International

ASSOCIATION OF PUBLIC-SAFETY COMMUNICATIONS OFFICIALS INTERNATIONAL, INC.

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Mr. Tolman:

APCO International recently created Project 40, a project to address the need for Communications Center Staffing Standards. It is APCO International's desire to partner with the National Institute of Justice in researching and validating a standard for staffing the Communications Centers of the United States and quite possibly the world.

In February of 2000, the APCO International Executive Council acknowledged that a crisis existed in recruiting, hiring, and retaining qualified personnel to staff the critically important positions of 9-1-1 calltaker and Public Safety (Law Enforcement, Fire-Rescue, and EMS) dispatcher. APCO International's Executive Council, recognizing the magnitude and seriousness of the problem, felt a responsibility and obligation to address this issue. In response to this concern, 1999-2000 APCO President Joe Hanna appointed a task force, comprised of APCO members, to research and identify the reasons for the crisis and offer recommendations regarding what could or should be done to address the problem.

The 9-1-1 Public Safety Communications Center Staffing Crisis Task Force held several meetings resulting in a final "Best Practices" document being presented to the APCO Executive Council meeting on August 3rd, 2001 in Salt Lake City, Utah. After discussion by the Executive Council it was proposed, and a resolution passed, to continue the work begun by the Task Force with a specific emphasis being placed on developing a staffing standard.

APCO International is noted for its ability to provide the time and expertise of its members. While APCO International currently has limited monetary funds available for this project, there is a burning desire amongst our 15,000 members to serve as "subject matter experts" and contribute their extensive knowledge on this topic. With this in mind, we seek a partnership with the National Institute of Justice, to validate existing staffing studies, conduct new staffing studies as required, provide statistical analysis, and assist in the development of staffing formulae. Through this project, we expect to jointly publish with NIJ a primer or guidebook to be used by communications center managers in helping them to make decisions about the numbers and types of personnel needed to provide appropriate service to the public. This primer will describe the methodology, sources of data, and application of the "Standard for Staffing Public Safety Communications Centers".

If you have any questions regarding this proposal, please contact the Project Chair, Ms. Julie Righter, at 402-441-7252 or Mr. Woody Glover at 888-272-6911.

Sincerely,

Glen Nash
President