

EMERGENCY COMMUNICATIONS AND CITIZEN SERVICES

Department Leadership Meeting

July 25, 2018



THE TEN THINGS YOU NEED TO KNOW ABOUT ECCS FOR YOUR NEIGHBORHOOD BARBECUE WHEN SOMEONE FINDS OUT YOU WORK FOR THE CITY



FIRST, WE ARE BUSY

- VB 9-1-1
 - Total calls – 719,335
 - 9-1-1 – 224,216
 - Non-Emergency – 326,023
 - Outbound – 169,096
 - Calls for service – 414,697
- VB 3-1-1
 - Total contacts – 116,857
 - 311 calls – 81,980
 - Real Estate Assessor – 9,567
 - Chat – 9,395
 - Email – 2,938
 - Everything else – 12,977



SECOND, WHY DO THEY ASK ALL THOSE QUESTIONS?

Need to find out:

- The address where help is needed
- What type of help is needed
- All the details we can



*Basically, who, what, when, where
and why*

THIRD, I WAS ON HOLD WHEN I CALLED 9-1-1

- Remember, we are busy....but don't hang up!!
- We receive multiple calls on the same incident and this sometimes causes calls to go into queue
-but don't hang up!!



FOURTH, CAN I TEXT 9-1-1?

- *You can* and have been able to since April of 2015



FIFTH, HOW DO I FIND OUT ABOUT

FIND OUT MORE

- Call 311
- Its available 24 x 7 x 365

*Your one stop shop for city
information and services*

SIXTH, WHEN DO I CALL 9-1-1 VS 311?

- 9-1-1 – medical emergencies, fires, accidents with injuries, crimes in progress
- 385-5000 – non-emergency police, fire and rescue
- 311 – city information, news, events

An easy way to remember:

burning building 9-1-1, burning issue 311

**SEVENTH, YOU GET A TEXT
AFTER THE BBQ ASKING ABOUT
WORKING IN PUBLIC SAFETY FOR
THE CITY, BUT THEY DON'T WANT
TO DODGE BULLETS, RUN INTO A
BURNING BUILDING, OR SEE
BLOOD.**



EIGHTH, HOW CAN I TEACH MY CHILD THE PROPER USE OF 9-1-1?

- Catch ECCS at one of the many public education events they attend
- Invite the ECCS team and their mascot out to visit your organization
- www.vbgov.com/911kids



NINTH, MY KID SAW A BIG PINK CELL PHONE WALKING AROUND AT AN EVENT THEY WERE AT, WHAT'S UP WITH THAT??



TENTH, HOW DO I LEARN MORE ABOUT ECCS?

- Come do an observation
- See us out and about at many city events and job fairs
- Visit our website: www.vbgov.com/eccs
- To request Cell Phone Sally: CellPhoneSally@vbgov.com

