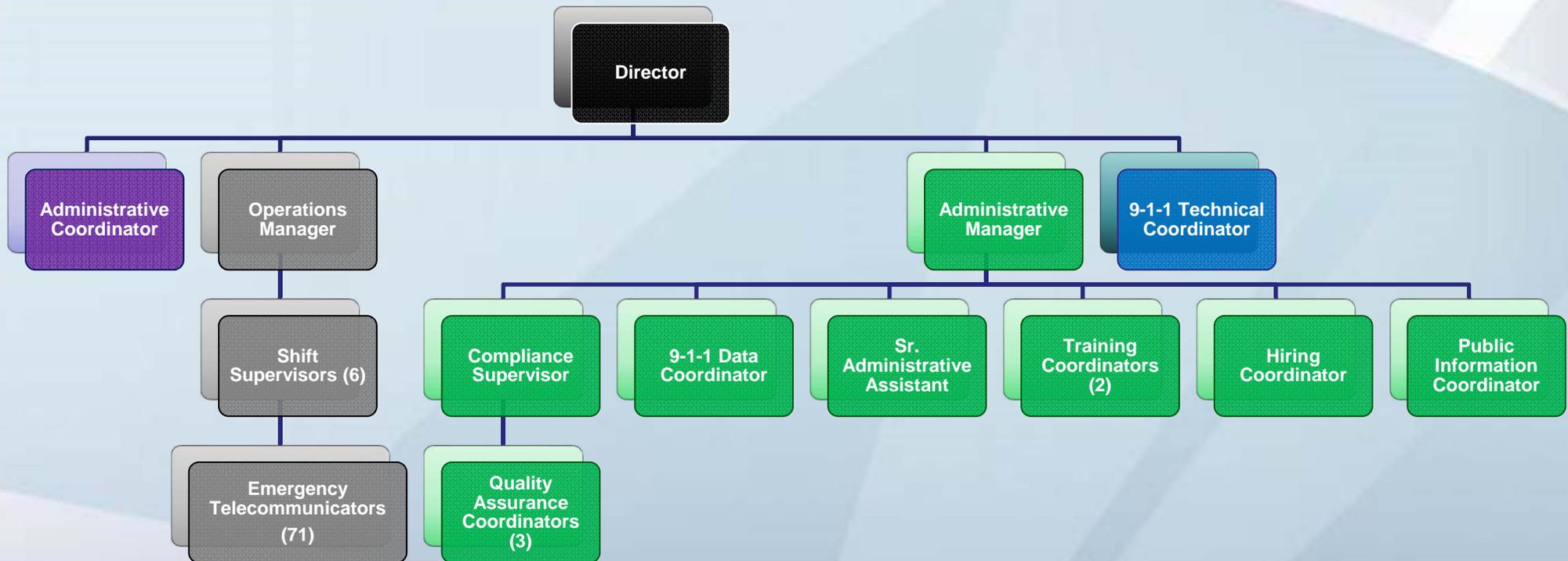


PUBLIC SAFETY COMMUNICATIONS



WHO ARE WE?



MISSION



Our mission is a simple one.

To provide professional, courteous, and timely assistance to the citizens and emergency responders of the City of Plano.

We may be in the emergency communications business, but we still consider ourselves to be a customer service department that is dedicated to excellence.



VISION



Our vision challenges us to never settle for “good enough.”

To be the recognized leader in Public Safety Communications, the standard by which others measure their progress and success.

Being part of the City of Excellence requires that we challenge ourselves to do better. All of our customers deserve nothing less than our best.



ACCOMPLISHMENTS



ACCOMPLISHMENTS



- **CALEA Communications Center Accreditation**
 - Awarded in 2005, 2008 (Flagship), 2011, and 2014
 - 1 of 92 9-1-1 centers in the US / 1 of only 4 in Texas
- **CALEA Training Academy Accreditation**
 - Awarded in 2015
 - First, and only, 9-1-1 center to have received this level of accreditation
- **Exceed State of Texas Training Requirements**
- **Early adopter of City of Plano Dashboard**
- **Member of the NCMEC Missing Kids Readiness Project**



ACCOMPLISHMENTS



- **Installation of new 9-1-1 Call Taker and Dispatcher Workstations**
 - Accounts for future growth
 - Surge capacity availability
- **Installation of New Phone System / Network**
 - Part of the Next Generation 9-1-1 Project
 - Redundant answering points
- **Go-Live of Fully Functional Alternate Site**
 - Secure and functional
 - Can be used instead of main site or can co-locate operations and training
 - Monthly drills



ACCOMPLISHMENTS



ACCOMPLISHMENTS



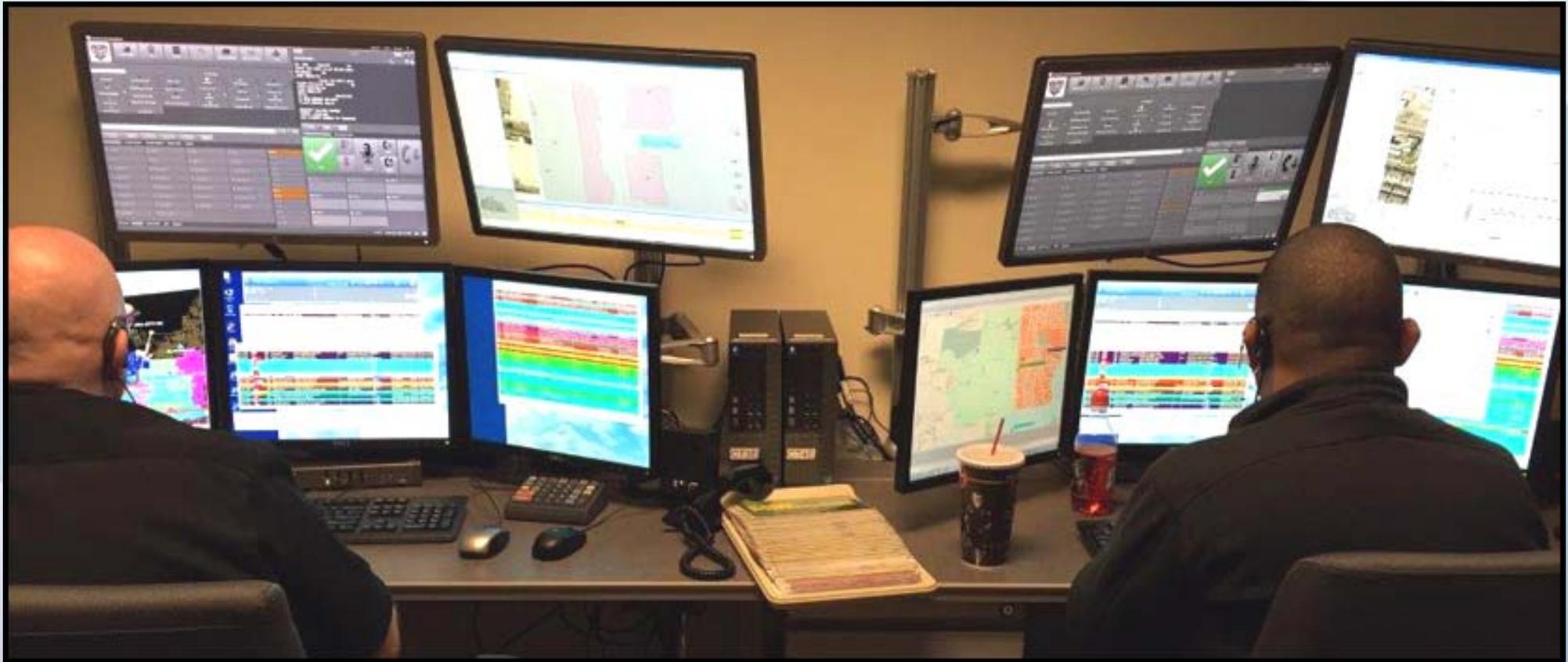
ACCOMPLISHMENTS



ACCOMPLISHMENTS



ACCOMPLISHMENTS



ADDITIONAL SERVICES



ADDITIONAL SERVICES



- **Call Reassurance Program (CARE)**
 - Automated Welfare Call to Citizens
 - Response by Plano PD if Necessary
- **Open Records Requests**
 - Custodian of Record
 - Court Testimony
- **Public / Business 9-1-1 Education**
 - Facebook presence (www.facebook.com/plano911)
 - Partner with Plano Police and Plano Fire-Rescue
- **Animal Services**
 - After-hours Call Taking and Dispatching



ADDITIONAL SERVICES



Outdoor Warning Siren Activation



ADDITIONAL SERVICES



Outdoor Warning Siren Activation

- **Partner with Emergency Management**
 - Specific activation criteria
 - Monthly testing of system
- **Outdoor Warning System**
 - Seek shelter and information
 - NOAA weather radio
 - Local media outlets
 - Plano CityCall integration

