

COMMUNICATIONS CENTERS STAFFING AND SYSTEMS CONSULTING

More than 240 million 9-1-1 calls are handled by communications center personnel each year. Combined with the significant number of non-emergency calls that also come in, communications centers are busy places.

To ensure citizens receive the help they need, when they need it, communications centers must have the right number of trained personnel on staff, at the right time, with immediate access to mission-critical systems.

RCC Consultants can help you set up your communications center for success.

For more than 25 years, RCC has helped public safety agencies manage their staffing needs and essential voice, data and video systems. We understand a communications center's unique needs, from emergency response expectations to handling non-emergency calls in a way that does not take away from emergency requests. We provide:

STAFFING CONSULTING

- *Staffing Requirements*
- *Personnel Planning*
- *Call Load Forecasting*
- *Policies and Procedures Development*
- *Training and Development*
- *Governance Models and Service-Level Agreements*
- *Adherence to P01 and NFPA Standards*
- *Preparation for CALEA Accreditation*

SYSTEMS CONSULTING

- *E9-1-1 and NG9-1-1 Systems and Equipment*
- *Wireless Location Accuracy*
- *CAD, RMS, MIS and MDCS*
- *Radio Dispatch Console Systems*
- *Logging Recorder*
- *Master Time System*
- *Wireless In-Building Coverage (Neutral Host and In-Building Antennas)*
- *Telephone/VoIP Systems*
- *Audio Visual Systems*
- *Access Control, Video and Alarm Systems*
- *Building Public Address Equipment*
- *Emergency Power and UPS Systems*
- *Wired/Wireless Networking Systems*

RCC also assists communications centers with:

- *Facility Design*
- *Space Planning*
- *Console and Equipment Requirements*
- *Consolidation Planning*
- *Wireless Location Accuracy*

STAFFING AND SYSTEMS CONSULTING

For your communications center to perform at its best, you need to have the right number of trained staff to answer the calls, and the right systems to support them. RCC can help ensure your center is set up for peak performance.

THE RIGHT STAFFING

RCC's consultants can help you determine your staffing needs, based on recommended APCO, NFPA and P.01 industry standards. We'll conduct a staffing study to help you consider:

- *How many calls your center takes (actual and forecast)*
- *How many calls a calltaker could and should take*
- *How many units a dispatcher can manage*
- *Emergency vs. non-emergency call handling processes*
- *The level of service the communities or public safety agencies expect*

After a staffing study is complete, RCC can help you create a plan to staff your center in the most effective way. Communications centers have historically experienced high turnover and frequent vacancies, and we'll help you develop processes and performance measures, along with training, to benefit and retain your teams.

THE RIGHT SYSTEMS

If your communications center has the right staffing allocation but your systems can't support their needs, your staff won't be able to efficiently dispatch emergency personnel. RCC offers planning, design and implementation services for your mission-critical systems, including Computer Aided Dispatch, Records Management Systems and Geographic Information Systems. Our experts have experience with every system manufacturer, and have helped implement computer-aided systems for hundreds of clients. We also offer a full range of consulting services for your communication center's E9-1-1 and telephony needs.

COMSITE^{9-1-1e}

With RCC's Comsite^{9-1-1e} software, you can determine the location data accuracy of wireless E9-1-1 calls coming into your center. The software enables you to perform periodic checks to ensure wireless callers receive the same high quality of service that wired users receive. RCC Consultants can provide outside, independent verification of your wireless location accuracy, meeting both FCC and APCO standards.

WHY CHOOSE RCC?

RCC will work with you to ensure your communications center staffing and systems needs are met, today and tomorrow. We differentiate ourselves in three key areas:

EXPERIENCE

For more than 25 years, RCC has focused on helping local governments and public safety agencies meet their E9-1-1 and Communications Systems needs. We have helped communications centers big and small determine the proper staffing approach, and designed the systems to support them.

TECHNOLOGY

RCC's teams have direct operational experience in E9-1-1, information and communications systems. They are trained in all manufacturers' systems, and use the latest technologies to maximize return on investment for our clients.

INDEPENDENCE

RCC is completely neutral, unbiased and independent, focused only on providing the best custom solution for you.

RCC Consultants – Supporting the public safety community for more than 25 years.



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