


# DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS



# THE “FIRST” FIRST RESPONDERS

- Public Safety Answering Point (PSAP)
    - 911 Calls
    - Non-Emergency Calls
  - Dispatch to 21 law enforcement agencies, 26 fire departments, 21 EMS agencies and CARES
  - Provide “Data” services for law enforcement
  - Communications hub for
    - Plows
    - Forestry
    - Alarms
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## Nationally

- ▶ 35,543 911 Communicators employed in the United States
- ▶ 77.8% of all 911 Communicators are women
- ▶ The most common ethnicity of 911 operators is White (72.1%), followed by Hispanic or Latino (11.1%), Black or African American (9.1%) and Other/Unknown (6.0%)
- ▶ \*<https://www.zippia.com/911-operator-jobs/demographics/>


## NATIONAL AND LOCAL DEMOGRAPHICS

## Dane County


- ▶ 70 Communicators and 3 Non-Emergency Communicators
- ▶ 38% 911 Communicators are Women
- ▶ 58% of Supervisors are Women
- ▶ 25% of Managers are Women
- ▶ 90.9% of 911 Communicators are White, 7.4% are Latino, 1.4% are Black

# CULTURE

- ▶ Actively coaching diversity and setting expectations in which behaviors that create an environment where harassing and bullying behaviors are not tolerated at any level within the organization
- ▶ Fostering a work environment where curiosity is encouraged in a productive and respectful way
- ▶ Collaborating with community organizations to create inroads and build trust with communities that underutilize services



**Mission**  
Dane County Public Safety Communications will answer calls in a prompt, professional and empathetic manner to coordinate the appropriate response ensuring the protection of life and property.



**Our Values**

- Empathy -  
We develop strong relationships with those we serve and with each other by understanding and valuing others' thoughts, views and feelings.
- Selflessness -  
We put the needs of others above our own. We do this by showing kindness, generosity, thoughtfulness, and humility in our actions, which motivate us to do the right thing.
- Integrity -  
We value honesty and forthright employees who understand our promise is our most vital attribute - our word is our bond. We honor our commitments, keep promises to each other and are truthful in all actions and communications.
- Diversity -  
We acknowledge and honor the value and dignity of all individuals. We create, maintain and honor an environment that respects diverse traditions, heritages, and experiences.
- Teamwork -  
Our team is supportive of each other's efforts, loyal to one another. We value and recognize every individual for his or her unique skills, talents and contributions.
- Accountability -  
Above all else we are here to meet the needs of the public and therefore we take ownership of and responsibility for our decisions and actions. We recognize the gravity our decisions can have on the outcome of an incident.
- Respect -  
We owe each other a working environment characterized by trust and respect for each other, fostering open and honest communications at all levels. We will actively listen and try to understand others and will always treat all people with respect, compassion, dignity, and tolerance.

**Vision**  
To be the best true first responders by ensuring our staff, callers and partner agencies are **RESPECTED, UNDERSTOOD** and **SAFE**.

**Code of Conduct**

- We embrace taking phone calls from the public, this is where we make a difference.
- We will treat others the way we wish to be treated.
- We will never demean or belittle our callers, partners or each other.
- We embrace a culture where we learn and grow from ordinary mistakes.
- We will not tolerate negligent or toxic behavior.
- We will hold each other accountable in a productive and positive manner.
- Feedback is multi-directional and respectful.
- We will work together to lift and support each other.
- We value diversity and strive to learn from each other's differences and experiences.

# RECRUITMENT

- ▶ Collaboration with local partners – such as Latino Academy and Centro Hispano led to multiple appearances on LaMovida Radio, virtual open houses and direct communication with potential candidates. This also helped PSC organize hiring events in which alternative selection was used.
- ▶ Re-examining candidate expectations
  - ▶ Testing
  - ▶ Interview Process
  - ▶ Training
  - ▶ Mentors
  - ▶ Peer Support
- ▶ Result was in two years PSC was able to hire 8 of 18 (44%) hires that identified as belonging to a socially disadvantaged group. Of these candidates 3 transferred/promoted into other County positions.

# WHY DIVERSITY MATTERS IN 911

Language	2020	2021	2022	2023
Spanish	1287	1580	2185	2633
Mandarin	22	20	22	23
Arabic	13	4	6	12
Hmong	10	10	4	3
Swahili	10	4	13	7
Vietnamese	8	3	3	2
French	5	2	5	2
Korean	4	0	2	2
Russian	3	1	3	12
Lao	2	4	0	0
Punjabi	2	1	2	2
Indonesian	2	0	0	0
Cantonese	2	0	2	0
Turkish	1	0	1	1
Albanian	1	1	0	1
Japanese	1	3	6	0
Pashto	1	1	8	10
Wolof	1	0	1	0
Romanian	1	0	0	0
Telugu	1	0	0	0
Hindi	1	0	0	7
Italian	1	1	0	0
Greek	1	0	0	0
Somali	1	0	3	4
Mongolian	1	0	1	0
Cambodian	1	0	1	1
Nepali	1	0	1	0
Urdu	1	0	1	2
Portugese	0	4	2	0

# ALTERNATIVE RESPONSES

- ▶ While developing alternative responses to dispatch law enforcement and improving mental health resource delivery we are working closely with the following entities:
  - ▶ Harvard University
  - ▶ Government Performance Lab

These collaborative partners will use evidenced based practices to ensure that diversity is a priority when determining assistance for an alternative response

- ▶ **Part of this has included surveys which have shown that ongoing bias and diversity training is necessary**



# PATHWAYS PROGRAM

- ▶ Created a new 8 week program with that certifies candidates as Emergency Telecommunicators (ETC)
- ▶ Developed a program that will prepare candidates for careers within Dane County or a career as a Telecommunicator
- ▶ PSC had been testing this with the Dane County School Consortium, but found we were not attracting diverse candidates
- ▶ Secured funding from Dane County to have Centro Hispano hire a specialist to work directly with PSC to develop a program that also teaches language and technical skills as well as interviewing and resume writing skills
- ▶ On October 23, 2023 we graduated 11 individuals from this program. All of these candidates have applied for positions within PSC and are asking for other opportunities in Dane County
- ▶ We have requested that Centro Hispano reach out to other organizations to include more diverse candidates.