06 Mar 2020: Remote call takers started taking non-emergency calls from home.

15 March 2020: Remote call takers started taking 911 calls from home.

End of March through to End of May: Wheeler isolation bubble (10-day stints)

16 April to 24 April: Hyatt Isolation Bubble

23 March to present: Administrative Staff teleworking

04 May to present: Use of external nurse triage for BLS calls

Beginning with the 6th of March and at the end of week 10, DECC began the implementation of measures to ensure the continuity of 911 operations. The first of these measures was the assignment of call-takers working remotely from their homes using equipment supplied by the city for such emergencies. At the outset, the call-takers only answered calls from the non-emergency line. On the 15th of March, the end of week 11, the remote call-takers started taking inbound 911 calls as well. The impact of this change starts to be seen from week 12 and continues for the remainder of the year since this continuity measure is ongoing. Starting late in week 13, the department created an isolation bubble within the primary dispatch center where personnel lived in the center for 10 days, the center deep cleaned for safety, and a new crew entered isolation. This isolation bubble continued through week 22. While the isolation bubble was enacted, operations continued to function normally at the secondary center in the Alexandria Sheriff’s Office. To further ensure the safety of staff while ensuring operations continue, DECC created a second isolation bubble at a local hotel which started on the 16th of April and ended after the 24th of April. This impacted statistics for weeks 16 and 17. The final major continuity effort was contracting a tele-nurse provider to render additional screening for certain medical calls. This effort was designed to move calls away from the call-takers quicker and allow more calls to be taken and screened better to ensure responses where needed and referral to other services when called for. This started at the beginning of week 19 and continued for the remainder of the year.

In comparing these efforts to the difference in medians between 2019 and 2020, the effort which showed the greatest impact upon those medians was the introduction of remote workers taking 911 emergency calls. This can be confirmed by examining the medians between weeks for the method of call received to see how the medians change for each way the service call arrived to DECC.