



Legislation Text

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MOTION, dated 01/31/2022, submitted by Councilmember Landsman, *ECC Continuous Improvement Report*, **WE HEREBY MOVE** that the Administration report back to Council within 30 days on the Continuous Improvement¹ [hereafter referred to as "CI"] efforts underway at the Emergency Communications Center of the City of Cincinnati. **The report should include:** a) Details on the CI approach being used; b) Specific investments in CI being made [plus any and all investments being made in 'Quality Assurance']; c) A timeline of these investments AND any intended future investments in CI & QA; and; d) Clearly articulated measures for i) staffing improvement, ii) overall operational improvements, and ii) improvements to each step of our emergency response [*including quality of initial intake, effective dispatch, time on scene, quality of services delivered, etc.*]

ADOPT