


June 5, 2018

FOR YOUR INFORMATION

To: Mayor and Members of Council
From: Patrick A. Duhaney, Acting City Manager 
Subject: Emergency Communications Center (ECC) Staff Changes

As a City government we remain united in our efforts to ensure our Emergency Communications Center (ECC) operates efficiently and optimizes productivity. This is essential to guaranteeing the ECC works properly every time it is called upon.

To this end, the City will soon select an independent contractor to take an in-depth look at the current organizational structure of the ECC and assist the City in making holistic decisions regarding operations, with an explicit goal of improving the overall customer service provided to all those who call 911.

To ensure the success of this project, it is important to have our best resources on hand. Therefore, effective tomorrow, June 6th, Jayson Dunn, the Director of the Department of Enterprise Technology Solutions (ETS) and the City's Chief Technology Officer, will temporarily assume day-to-day management of the ECC. In this role he will serve as the City point person and project manager to work with the selected contractor to map the as-is state of ECC and develop a plan for moving forward.

Mr. Dunn is uniquely qualified to lead the operational and technology aspects of this role. He holds a master's degree in business administration and is certified by the National Emergency Number Association (NENA) as an Emergency Number Professional (ENP). He has also been a featured author in multiple emergency communication trade publications. He has my utmost confidence.

Prior to joining the City, Mr. Dunn served as the Director of Hamilton County's Emergency Communications Center where he oversaw 911 call taking and dispatching functions to meet the emergency dispatch needs of more than 100 political subdivisions. He has also served as an IT manager of the City's 800 Mhz Emergency Radio program and as a Computer Systems Analyst for the Fire Department.

As Mr. Dunn takes on this project, Jack Johnson, ETS Deputy Director, will temporarily take on more of the day-to-day responsibilities at ETS.

Captain James Gramke will transition from ECC management to Cincinnati Police Patrol Administration. I thank Captain Gramke for his contributions and tireless work to guide ECC during this critical time of transition, and know that his experience and fresh perspective will be welcomed in his new position within the Police Department.