



Newtown Emergency Communications Center Improves Recruiting with PublicSafetyApp: A Case Study

With PublicSafetyApp, the Newtown Emergency Communications Center bridges the gap between the hiring department and HR, while saving money, increased recruiting efficiency, and more than tripling applications.

THE CHALLENGE

The Newtown Emergency Communications Center handles emergency and non-emergency calls and dispatches police, fire and EMS for the town of Newtown, CT.

While the center's dispatchers quickly and efficiently process calls—handling 6,665 911 calls and dispatching 27,918 police and EMS calls in 2016 — its hiring process didn't run quite as smoothly.

With no central location for HR files, each application had to be downloaded individually, and a database had to be set up to keep track of applicants. With the Communications Center and HR both trying to manage and document the hiring process, "it was a cumbersome duplication of efforts on our parts," said Maureen Will, director of the Newtown Emergency Communications Center.

THE SOLUTION

With PublicSafetyApp, the Emergency Communications Center is now reaching the type and quality of candidates they're looking for, and has a central system to store and manage all relevant information. "Everything I need is right there," said Will. "I'm sending multiple emails at one shot and scheduling is a breeze."

The HR representative was also comfortably navigating the system within minutes, and Will looks forward to the two departments working together more productively. "I used to dread recruitment and HR struggled with me," Will said. "Now we work easily together and PublicSafetyApp makes the process much more efficient. I can't imagine how larger agencies manage recruitment without PublicSafetyApp."

THE OUTCOME

After implementing PublicSafetyApp, the Emergency Communications Center's recruiting and hiring process is streamlined, seamless, and effective. "There is no redundancy of efforts, no lost paperwork, and no more paper strewn about two offices," said Will.

With PublicSafetyApp, the number of applicants has more than tripled, and candidates are higher quality and come from a wide geographic area.

Will estimates PublicSafetyApp has saved the department more than \$2,500 in time and resources. "For some this may seem like a small amount," she said, "but on a limited budget it is a LOT of money."

Not only does PublicSafetyApp save money, it's ease-of-use saves time as well. "I have enough to do in my day-to-day activities without struggling with computer software and excess data entry," said Will.

"PublicSafetyApp is very user-friendly, the learning curve is minimal, and the rewards are priceless."

PublicSafetyApp is specifically designed to streamline public safety recruitment, providing an on-line application and candidate tracking system that keeps your staff organized, saving time and money. Public Safety recruitment is extremely time consuming, complex and costly. That's why hundreds of agencies are now turning to PublicSafetyApp and moving away from a traditional paper process or general recruitment platforms to a solution that understands their unique recruitment needs.

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