

# GOALS AND OBJECTIVES

## *Vision*

To serve and support the public safety communications needs of our customers in the most efficient and responsive manner possible.

## *Mission*

Personnel of the Lincoln Emergency Communications Center will strive to deliver the highest level of professional service to the public, external agencies and internal units, and carry out this function by providing professional, courteous and immediate responses, accurate records, timely service and quality training with the highest standards of integrity and performance.

## *2011 Strategic Goals and Objectives*

### *Operations*

- Provide an ergonomically efficient and pleasant work environment.
- Respond to calls for service and other public needs promptly.
- Develop and maintain open relationships with other agencies, organizations and the public at large.
- Solicit information from staff concerning service provided by the division.
- Promote consistency in all processes 24 hours a day, seven days per week.
- Maintain a contingency plan.
- Continue to support operations with contemporary policies and procedures.

### *Technical*

- Upgrade equipment as needed and continuously explore technological advances toward the enhancement of services provided.
- Continue to explore partnerships related to space and technology needs.

### *Administration*

- Educate our customers by enhancing Public Education committee activities and involvement in the community.
- Manage the fiscal, capital, information and personnel resources of the Emergency Communications Center with efficiency and care.
- Determine future space and equipment requirements for the Communications Center and Technical Services.
- Enhance annual report for division.
- Maintain accredited status.

### *Training*

- Retain appropriate level of staff within the division.
- Minimize liability by providing training academy for new hires and quality continuing education for all personnel.
- Recruit and retain quality employees, reflecting the diversity of our population.

### *Quality Assurance*

- Process calls for service appropriately in order to provide services which protect persons and property and resolve problems.
- Solicit information from customers concerning service provided by the division.
- Promote consistency in all processes 24 hours a day, seven days per week.
- Increase protocol compliance by providing continuing education opportunities for personnel related to the EMD process.