



LINCOLN EMERGENCY COMMUNICATIONS CENTER

JULIE RIGHTER, COMMUNICATIONS COORDINATOR

COMMUNICATION, SERVICE, AND EDUCATION
FOR THE CITY OF LINCOLN AND LANCASTER COUNTY

2010

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CITY OF LINCOLN NEBRASKA

MAYOR CHRIS BEUTLER

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January 2011

Dear Citizens and Members of the City Council,

As Mayor of Lincoln, I am pleased to present the 2010 annual report of the Lincoln Emergency Communications / 911 Center, a division of the City Finance Department. The Center and Radio Shop provide outstanding service to public safety agencies in the City, County and surrounding area. This report highlights the personnel, activities and accomplishments of the division over the past year.

The residents of Lincoln have identified safety and security as the top priority for City government, and the Emergency Communications Center plays an important role in protecting our community. The Center is nationally accredited along with our Police and Fire departments, and Lincoln is one of the few U.S. cities with that distinction.

As you review this annual report, I am sure that you will agree that Lincolnites are very fortunate to have these dedicated professionals working 24-7-365 to keep us safe. On behalf of all residents, I want to thank our call takers, dispatchers, technicians and administrators for their excellent service to the Lincoln area.

Sincerely,

Chris Beutler
Mayor of Lincoln



Mayor Beutler,
City Council members,
Fellow citizens:

I am pleased to submit our 2010 Annual Report. It was a productive year for the Lincoln Emergency Communications Center.

Just a few of the accomplishments in 2010 were –

- The Division was recredited as a CALEA “Flagship” agency in 2008 and continues to prepare for our next reaccreditation in the spring of 2011.
- The Division awarded the fifth annual Capital City Footprinter’s Dispatcher of the Year Award to Emergency Service Dispatcher III Kevin Campbell.
- The Division processed 22 citizen complaints, eight were sustained or determined to be a violation of policy. The number of sustained complaints is down one from 2009.
- The division averaged approximately 35,000 incoming/outgoing telephone calls per month in 2010.
- The Division successfully operated from the Emergency Communications Back-Up Center several times during 2010.
- The Division processed 330,875 incidents resulting in approximately 160,000 calls for service for the Center’s User agencies including the Lincoln Police Department, Lincoln Fire & Rescue, and the Lancaster County Sheriff’s Office.
- The Division processed 753 records requests for evidentiary purposes related to case work for User Agencies, County and City Attorneys, Public Defender and other local attorneys. This is a decrease of 3% from 2009 (776).
- The Division continued to operate efficiently with existing staff and steady call volume of which over 72% of the 911 calls are consistently cellular/wireless.

While 2010 presented some challenges, none were too great to overcome and we look forward to the future, fulfilling our mission of providing a high level of service to the community as well as our Users.

Sincerely,

Julie J. Righter, ENP
Communications Coordinator



MISSION AND GOALS

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.

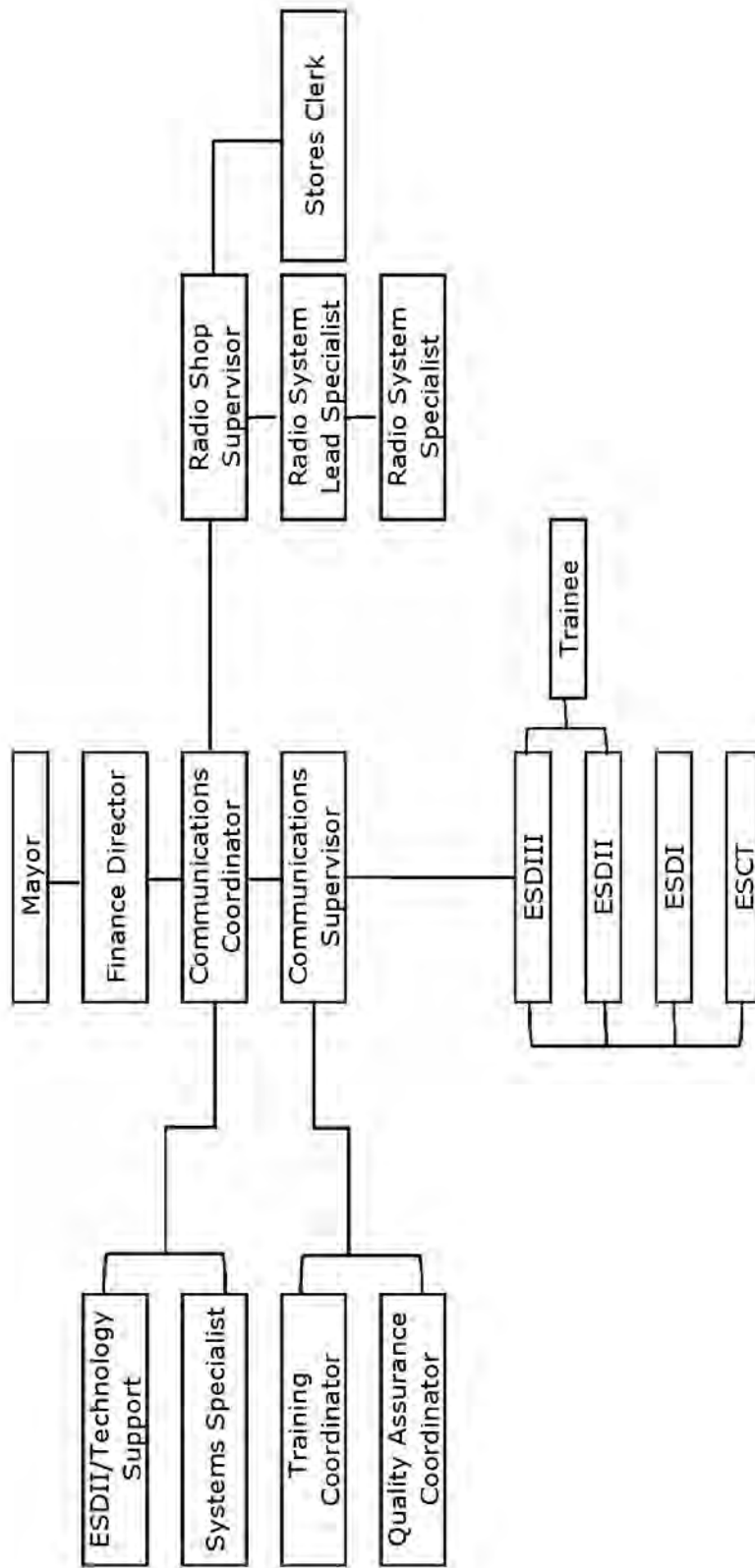
Training

- 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.

911 EMERGENCY COMMUNICATIONS ORGANIZATIONAL CHART



POSITION FUNCTIONS AND RESPONSIBILITIES

Mayor

The Mayor is granted the power to exercise control over the enforcement of ordinances and applicable laws, the appointment and removal of certain officers or employees with the ultimate goal of protecting the health and safety of our citizens.

Finance Director

The finance director reports to the Mayor for financial planning, budgeting, accounting, revenue administration, treasury management, purchasing for the City and is the department head for the Emergency Communication Center.

Communications Coordinator

The Communications Coordinator reports directly to the Finance Director. This position assumes responsibility for administrative and technical work supervising and coordinating the total operation of the Emergency Communication Center and the City's radio communication system. This position is also referred to as Manager both internally and by other agencies.

Communications Supervisor

The Communications Supervisor reports directly to the Communications Coordinator. This position is responsible for the operational components of the Communications Center and provides oversight of the training and quality assurance functions. Work involves developing improved methods and procedures for department operation, workflow, reporting structures, and cost control, prepares and submits operational reports and acts as liaison to user agencies. The Communications Supervisor may act for the department head as required as well as exercising supervision over subordinate staff. This position is referred to as Operations Coordinator both internally and by other agencies.

Operations Training Coordinator

This is an administrative and technical position directing the development and implementation of on the job training and continuing education for emergency services dispatchers and call takers. Supervision is received from the Communications Supervisor and Communication Coordinator with work being reviewed in the form of reports, conferences, and effectiveness of the training program for Emergency Services Dispatchers.

Operations Quality Assurance Coordinator

This position performs the duties related to the administration of the Emergency Medical Dispatch Quality Assurance Program, Overall Quality Assurance Program and other administrative duties as assigned by Center Management. Supervision is received from the Communications Supervisor and Communications Coordinator with work being reviewed in the form of reports, conferences, and effectiveness of EMD and quality assurance programs.

Systems Specialist I

This position is responsible for technical work using computer programs and programming techniques in the development and maintenance of a program for a specific area within a total departmental operation. This is a support position for all facets of the organization, including clerical support. General supervision is received from an administrative superior with work being reviewed through effectiveness of programs and accuracy of daily work.

Emergency Services Dispatcher II/Technical Support

The employees assigned to this classification split their time performing duties of Emergency Services Dispatcher II and Technology Support. Responsibilities of this position include routine CAD administration, geobase maintenance, back-up and restoration of the CAD system, MSAG management, and GIS development and maintenance relative to public safety communications. In addition, these employees must have extensive knowledge of the computer hardware and software used by the Center, maintain various reference files for use as a back-up system, and consult with management and staff on design and implementation of new technology projects, including but not limited to CAD. Supervision is received from Emergency Service Dispatcher III when performing call receiving/dispatch duties and from the Communications Coordinator for technology related duties.

Emergency Services Dispatcher III

This is a supervisory position, which coordinates the activities of the Emergency Communications Center on an assigned shift, including the supervision of Emergency Services Dispatchers and Call Takers. This position works closely with administration to ensure the goals of the organization are met. Supervision is received from the Operations Coordinator with work reviewed in the form of performance, reports and conferences.

Emergency Dispatcher II

Work involves operating an emergency services console and other emergency services equipment, receiving and dispatching calls for police, sheriff units, and fire/rescue companies within the emergency medical system. Responsibilities include operating radio consoles; CAD (computer aided dispatch); receiving calls via 911 emergency and non-emergency phone lines; performing emergency medical dispatch (EMD) screening and prioritization of all EMS calls; performing radio tests on communication equipment; maintaining logs and records of calls received with nature and disposition of each dispatch; maintaining CAD status monitor of units in/out of service; transferring referral calls to the proper local, state or federal agencies. In the absence of an Emergency Services Dispatcher III, the most senior employee on duty will assume the responsibility of supervisor for the shift. Work requires the prompt, efficient, and accurate receiving, dispatching and processing of emergency services calls over 911 and related seven-digit system from the general public and other authorized personnel requiring emergency actions by the police, sheriff, fire, EMS units, fire/rescue squads and other emergency services. All ESD II employees will be required to train probationary employees as assigned to them by management. Supervision is received from the shift supervisor.

Emergency Services Dispatcher I

Work involves operating an emergency services radio console and other emergency communication equipment, receiving and dispatching calls for police, sheriff units, fire/rescue companies, and emergency medical system. Responsibilities include operating radio consoles; CAD (computer aided dispatch); receiving calls via 911 emergency and non-emergency phone lines; performing emergency medical dispatch (EMD) screening and prioritization of all EMS calls; performing radio tests on communication equipment; maintaining logs and records of calls received including nature and disposition of each dispatch; maintaining CAD status monitor of units in/out of service; transferring referral calls to the proper local, state or federal agencies. Work requires the prompt, efficient, and accurate receiving, dispatching and processing of emergency services calls over 911 and related seven-digit system from the general public and other authorized personnel requiring emergency actions by the police, sheriff, fire, EMS units, fire/rescue squads and other emergency services. Employees may be promoted to the classification of Emergency Services Dispatcher II after two years of services and successful completion of the promotion exam. Supervision is received from the shift supervisor.

Emergency Services Call Taker

Work involves operating a computer aided dispatch (CAD) console, receiving and dispatching calls for fire/rescue companies, and emergency medical system. Responsibilities include operating radio consoles and related emergency communication equipment; receiving calls via 911 emergency and non-emergency phone lines; performing emergency medical dispatch (EMD) screening and prioritization of all EMS calls; performing radio tests on communication equipment; maintaining logs and records of calls received including nature and disposition of each dispatch; maintaining CAD status monitor of units in/out of service; transferring referral calls to the proper local, state or federal agencies. Requires prompt, effective and accurate receiving, dispatching and processing of emergency service calls over the 911 and related emergency system, from the general public and other authorized personnel requiring emergency action from fire, medical rescue squads or related emergency services. Supervision is received from the shift supervisor.

Emergency Services Trainee

Newly hired employees perform the duties of an Emergency Services Dispatcher I under the supervision of an Emergency Services Dispatcher II or Emergency Services Dispatcher III. Newly hired employees will have a probation period of six months during which they will work several different shifts to provide exposure to all aspects of the working environment of the center. Supervision is received from the ESDII Trainer when assigned and shift supervisors as coordinated by the Operations Training Coordinator.

Radio System Supervisor

The radio shop supervisor is responsible for coordinating the supervision of the operations of the City's radio shop and for hiring, training, supervising and evaluation radio technicians involved in the installation, maintenance, and repair of radio equipment. Work involved includes design and oversight associated to the City's 800 MHz20 Channel EDACS Simulcast Trunking Radio System. The Radio Shop Supervisor reports to the Communications Coordinator.

Radio System Lead Specialist

Works involves the responsibility for programming, installing, testing, calibrating, repairing, and operating microprocessor controlled radio and associated electronic equipment; also ordering and maintaining a supply of spare parts needed for the repair of defective equipment. Some supervision is exercised over subordinate employees. Supervision is received from the Radio System Supervisor.

Radio System Specialist

Works involves the responsibility for programming, installing, testing, calibrating, repairing, and operating microprocessor controlled radio and associated electronic equipment; also ordering and maintaining a supply of spare parts needed for the repair of defective equipment. Supervision is received from the Radio System Lead Technician and Radio System Supervisor.

Stores Clerk II

The classification is a clerical position responsible for maintaining a storeroom and/or supply yard including the use of bookkeeping principals and practices. The stores clerk is responsible for ordering, receipt, storage, maintenance, and issuance of supplies materials and equipment. Supervision is received from the Radio Shop Lead Technician and Radio System Supervisor.

PERSONNEL ALLOCATION - 2010

	<u>Management</u>	<u>Operations</u>	<u>Support</u>	<u>Total</u>
Communications Coordinator	1			1
Communications Supervisor	1			1
Operations Training Coordinator	1			1
Operations QA Coordinator	1			1
Systems Specialist			1	1
ESD III		4		4
ESD II		19		19
ESD II/Tech Support			2	2
ESD I		9.5		9.5
ESCT		2		2
		TOTAL		41.5
Radio Shop Supervisor	1			1
Lead Radio Specialist			1	1
Radio Specialist			3	3
Stores Clerk II			1	1
		TOTAL		6



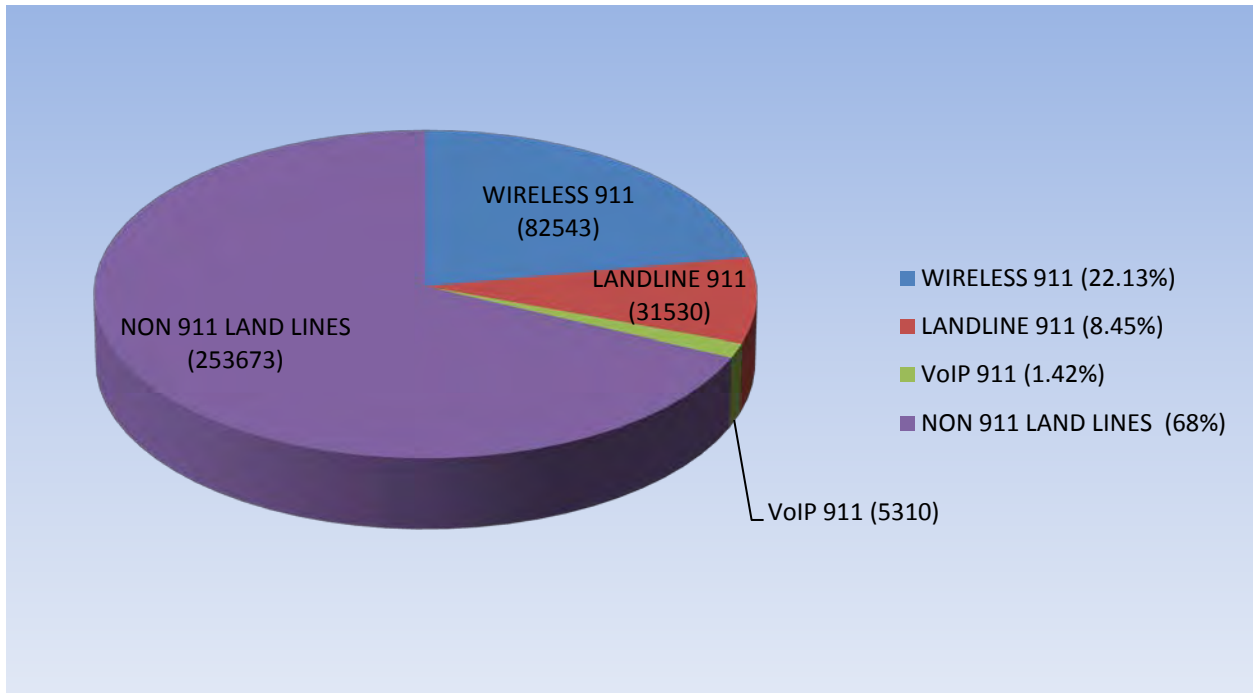
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Emergency Communications

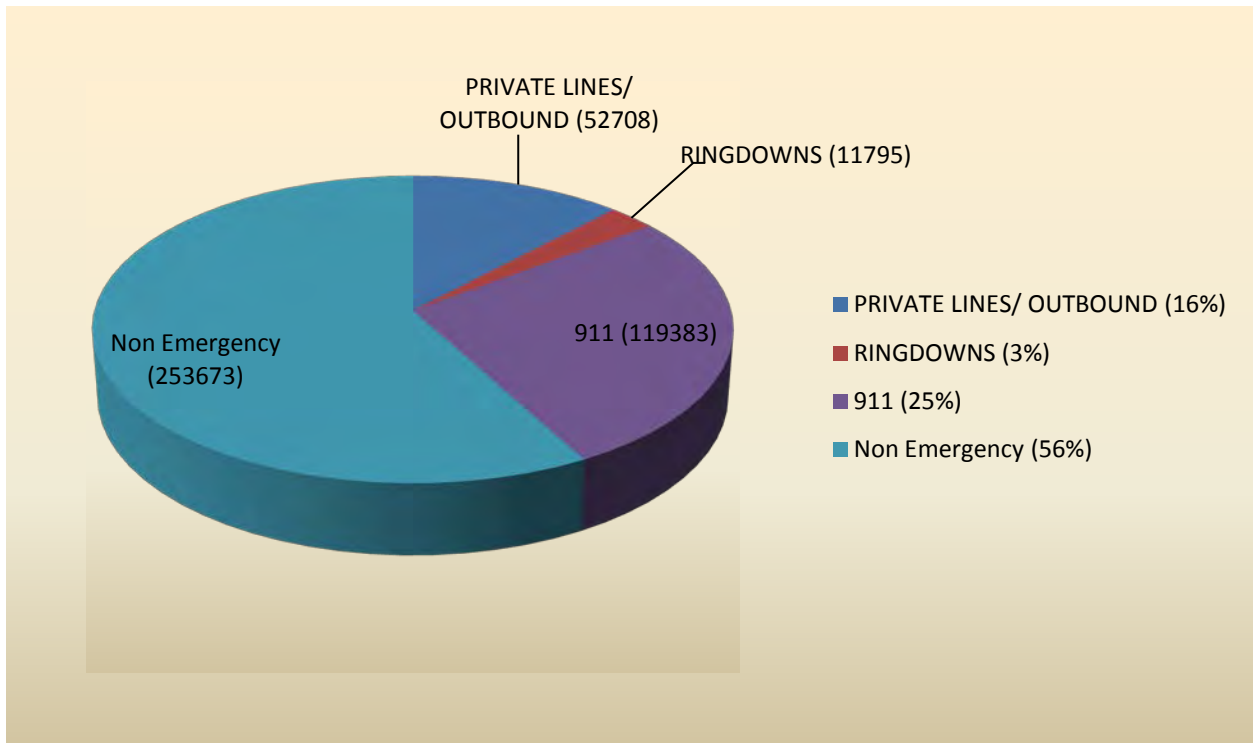


ANNUAL ACTIVITY SUMMARIES

CALL VOLUMES



CALL CATEGORIES



COMPUTER AIDED DISPATCH SUMMARY – 2010

In an effort to provide the best possible service to the citizens of Lincoln and Lancaster County, 2010 has brought one of the largest equipment and software upgrades to the Center since 2000. The upgrade of the Lincoln Emergency Communications Center Computer Aided Dispatch (CAD) system was funded by stimulus dollars made available through the law enforcement granting process.

After months of planning and research the Center implemented an upgrade to the CAD System that included hardware replacement in the form of state of the art Stratus servers and upgraded software from Public Safety Systems Inc. (PSSI). The Stratus servers support the Centers daily functions as well as other key public safety programs such as, records data, transfer of information to user agencies, Mobile Data information for law enforcement officers, fire/EMS units, and training simulation used for new personnel. In preparation for the upgrade the 911 Center management and staff received additional training for administration and usage of the CAD system. The most current version of CAD is now running in the Center. As we near the completion of our training phase the Lincoln Police Service Desk and the University of Nebraska Police Dispatch will soon complete their training as well. As the year comes to a close, we begin to look forward to the New Year with new goals and objectives. We will continue to support our staff as they utilize the latest technology and programs to serve our community and user agencies to provide the best service possible.

The Lincoln-Lancaster County 911 Center processes approximately 450,000 emergency and non-emergency telephone calls per year. During the year 2010, these telephone calls resulted in over 159,000 calls for service from user agencies and citizen requests and over 331,000 Computer Aided Dispatch (CAD) incidents processed by Center staff. The Lincoln-Lancaster County 911 Center professionally handles calls for 14 agencies, including service in the City of Lincoln, Lancaster County and a portion of six surrounding counties.

	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative Monthly	Monthly	Cumulative	Monthly	Cumulative Total
January	24,210	24,210	1,685	1,685	25,895	25,895
February	21,248	45,458	1,549	3,234	22,797	48,692
March	24,875	70,333	1,564	4,798	26,439	75,131
April	26,237	96,570	1,723	6,521	27,960	103,091
May	25,995	122,565	1,744	8,265	27,739	130,830
June	26,717	149,282	1,812	10,077	28,529	159,359
July	26,833	176,115	2,005	12,082	28,838	188,197
August	24,083	200,198	1,915	13,997	25,998	214,195
September	27,001	227,199	1,877	15,874	28,878	243,073
October	28,809	256,008	1,922	17,796	30,731	273,804
November	27,466	283,474	1,690	19,486	29,156	302,960
December	26,158	309,632	1,757	21,243	27,915	330,875
TOTAL	309,632	309,632	21,243	21,243	330,875	330,875

As a further service the 9-1-1 center routinely provides copies of audio recordings of calls for use in training, methods improvement, and legal proceedings. In 2010 there were 753 requests for recordings representing a decrease of 3% over 2009 (776). At an average of 15 minutes per tape to create the resulting file, that equates to 194 hours or 24.25 8 hour shifts to provide these recordings to the public and law enforcement.

PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING

The Lincoln Emergency Communications Center is dedicated to providing the best service possible to all customers. The performance measurement program shall provide timely, accurate and useful information regarding the quality and efficiency of service and is a component of outcome based budgeting adopted by the City of Lincoln. Information gathered is evaluated and reviewed in a continuous effort to improve customer service and operations. Performance measurement is also one of over 200 standards required by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Lincoln Emergency Communications Center has been accredited by CALEA since 2002.

The Lincoln/Lancaster County 9-1-1 Communications Center collects and reports statistics on a monthly, quarterly, and annual basis reflecting the various calls; their incoming source (landline, wireless, or VoIP), and duration (ring time before answer and length of call). PlantCML MagicXL software provides detailed reports on line usage, ring time, call duration, call abandonment and other data related to telephone reporting.

Call receiving performance is measured in three ways. The first is the overall Center EMD average compliance score with a goal of 90% compliance. The second is a monthly average of 40 seconds or less for the "Time Received" to "Time Dispatched" on all ECHO medical responses (the highest level of medical response). The third is call duration. All of these are indicators of the level of service being provided from call handling to dispatch.

All data is reported monthly and quarterly and is a component of our Annual Report¹

TOTAL CALL COUNTS AND SOURCE BY MONTH

MONTH	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	VOIP 911	LANDLINE (6000)	LANDLINE (OTHER)	TOTAL NON 911 LAND LINES	PRIVATE LINES/ OUTBOUND	ALARM CIRCUITS/ RINGDOWNS
JAN	27898	4984	1911	359	18301	2343	20644	4233	604
FEB	23049	4294	1715	254	14930	1856	16786	3382	863
MAR	25626	4324	1835	302	16895	2270	19165	4293	964
* APR	28870	5631	1842	391	18988	2018	21006	4178	1032
MAY	30140	5412	2072	306	19695	2655	22350	4757	1152
JUN	31040	5528	2083	352	20332	2745	23077	5206	1185
JUL	32077	5405	2100	354	21585	2633	24218	5083	1180
AUG	31462	5622	2142	358	20825	2515	23340	5008	1161
** SEP	31788	5737	2209	358	20649	2835	23484	4685	1067
OCT	32142	5965	2192	397	20999	2589	23588	5086	1112
NOV	25251	3411	1296	209	17083	3252	20335	3687	770
*** DEC	21124	3729	1473	242	12723	2957	15680	3110	705
TOTAL	340467	60042	22870	3882	223005	30668	253673	52708	11795

¹ Partial data missing for November and December due to technical difficulties

*Includes counts obtained manually from Windstream router data while at the Backup Center, March 29th thru April 5th: 1239 Wireless, 732 Landline, 70 VoIP

**Includes counts obtained manually from Windstream router data while at the Backup Center Sept 27th thru Sept 29th: 318 Wireless, 160 Wire line, 32 VoIP

*** Includes counts obtained manually from Windstream router data while at the Backup Center Dec 6th thru Dec 8th: 248 Wireless, 198 Wire line, 29 VoIP

ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average call abandonment rate is gathered utilizing PlantCML MagicXL software and forwarded to the Communications Coordinator on a monthly basis. Call Abandonment is a good indicator of the level of service being provided. An increase in abandoned calls or “hang up” calls can indicate a need for additional staffing during peak calling periods.

MONTH	SOURCE	COUNT	INCOMING CALLS ABANDONMENT PERCENTAGE
JAN	LANDLINE	556	
	WIRELESS	678	
	VoIP	46	4.90
FEB	LANDLINE	547	
	WIRELESS	618	
	VoIP	43	4.60
MAR	LANDLINE	543	
	WIRELESS	652	
	VoIP	40	
1ST QUARTER		3723	4.62
APR	LANDLINE	534	
	WIRELESS	586	
	VoIP	38	3.88
MAY	LANDLINE	564	
	WIRELESS	689	
	VOIP	47	4.16
JUN	LANDLINE	625	
	WIRELESS	716	
	VoIP	55	4.32
2ND QUARTER		3854	4.12
JUL	LANDLINE	574	
	WIRELESS	665	
	VoIP	45	3.86
AUG	LANDLINE	594	
	WIRELESS	730	
	VoIP	41	4.21
SEP	LANDLINE	570	
	WIRELESS	625	
	VoIP	55	3.76
3RD QUARTER		3899	3.94
OCT	LANDLINE	574	
	WIRELESS	714	
	VoIP	42	4.14
NOV	LANDLINE	496	
	WIRELESS	614	
	VoIP	41	4.56
DEC	LANDLINE	415	
	WIRELESS	581	
	VoIP	34	4.72
4TH QUARTER		3511	4.47
2010 AVERAGE			4.29

911 RINGTIMES AND CALL DURATION

Monthly average 911 ring time (with an expectation of 10 seconds or less) and average call duration (with an expectation of 70 seconds or less) on all calls (wireline, wireless and VoIP) is also gathered using PlantCML MagicXL software and forwarded to the Communications Coordinator on a monthly basis. Call Ring Time and Call Duration are indicators of how quickly emergency calls are being answered and how efficiently they are being processed.

MONTH	SOURCE	AVERAGE RING TIME (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)
JAN		5		
	LANDLINE		37	
	WIRELESS		85	
	VoIP		79	67.00
FEB		5		
	LANDLINE		40	
	WIRELESS		82	
	VoIP		85	69.00
MAR		5		
	LANDLINE		51	
	WIRELESS		81	
	VoIP		79	70.33
1ST QUARTER				68.78
APR		5		
	LANDLINE		41	
	WIRELESS		77	
	VoIP		73	63.66
MAY		5		
	LANDLINE		77	
	WIRELESS		82	
	VoIP		81	80.00
JUN		5		
	LANDLINE		102	
	WIRELESS		83	
	VoIP		78	87.67
2ND QUARTER				66.85
JUL		6		
	LANDLINE		102	
	WIRELESS		85	
	VoIP		77	88.00
AUG		5		
	LANDLINE		77	
	WIRELESS		85	
	VoIP		86	82.67
SEP		5		
	LANDLINE		66	
	WIRELESS		84	
	VoIP		83	77.67
3RD QUARTER				82.78
OCT		6		
	LANDLINE		59	
	WIRELESS		85	
	VoIP		81	75
NOV		5		
	LANDLINE		72	
	WIRELESS		83	
	VoIP		82	79
DEC		5		
	LANDLINE		76	
	WIRELESS		87	
	VoIP		91	85
4TH QUARTER				79.66
2010 TOTAL				74.52

EMERGENCY MEDICAL DISPATCHER (EMD) DEPARTMENTAL AVERAGE COMPLIANCE RATING

Monthly average EMD Compliance is based upon individual Emergency Medical Dispatch Quality (EMDQ) reviews performed by the Quality Assurance Coordinator. EMD is the process for screening all requests for Emergency Medical Services (EMS) resulting in prioritization of EMS calls resulting in the dispatch of the appropriate resources.

MONTH	COMPLIANCE	QUARTERLY AVERAGE
JAN	89.51%	
FEB	89.91%	
MAR	88.65%	89.36
APR	87.92%	
MAY	89.57%	
JUN	89.35%	88.95
JUL	87.28%	
AUG	90.26%	
SEP	88.17%	88.57
OCT	90.60%	
NOV	88.76%	
DEC	87.24%	88.87
ANNUAL AVERAGE		88.94

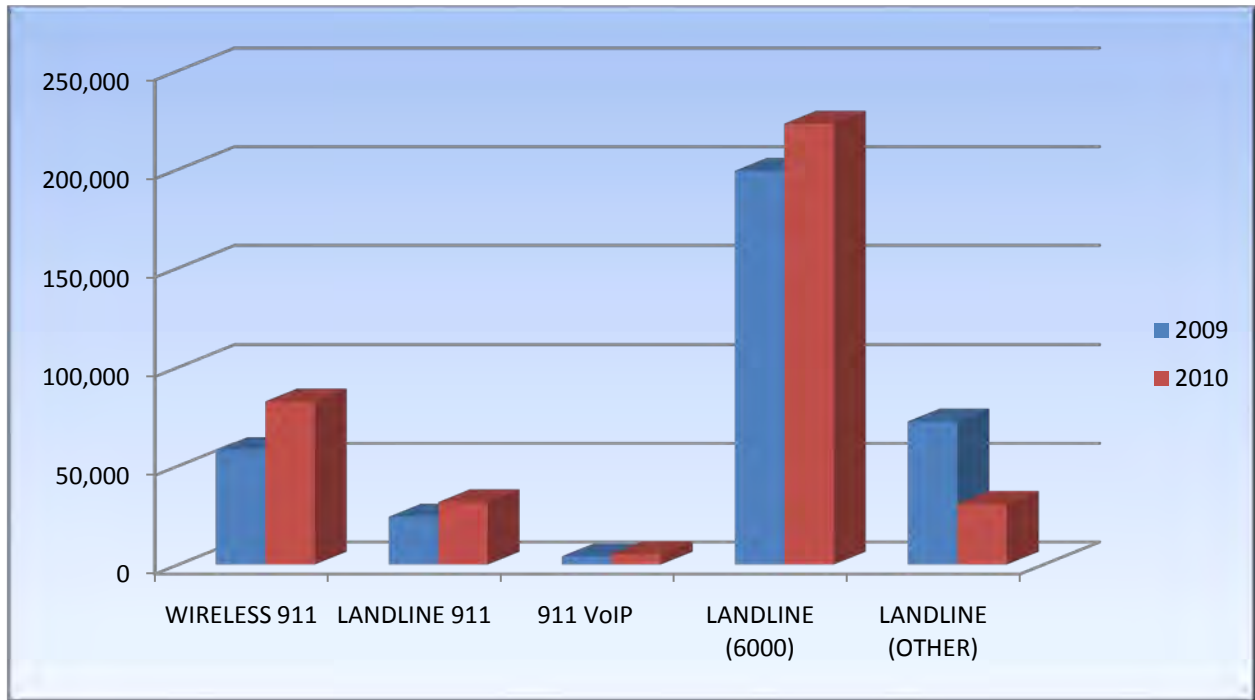
AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

The Center's goal is a 40 second or less Call Received to Call Dispatch time on all Echo Medical responses. All responses not meeting this measurement are forwarded by the Communications Coordinator to the Quality Assurance Coordinator for Dispatch Quality Review, reporting and possible action.

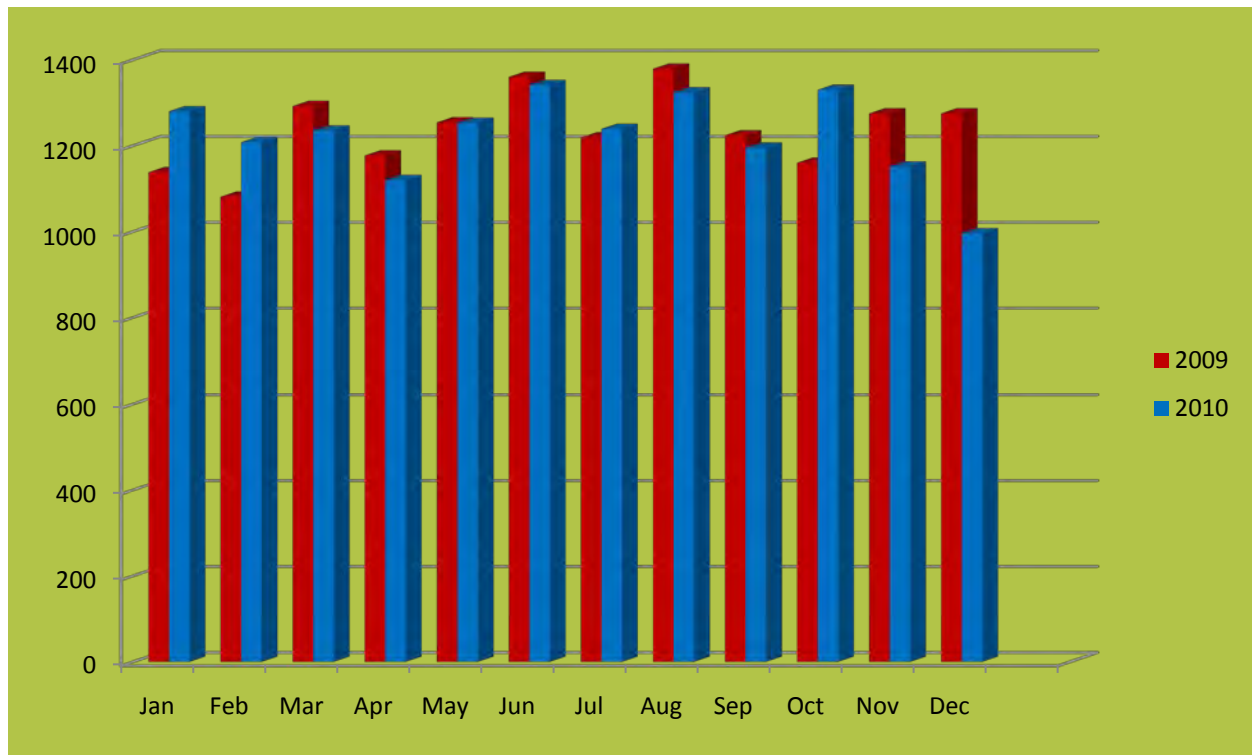
MONTH	DISPATCH TIME IN SECONDS	QUARTERLY AVERAGE
JAN	03.42	
FEB	58.25	
MAR	07.12	19.66
APR	50.36	
MAY	05.28	
JUN	03.50	30.55
JUL	00.58	
AUG	53.23	
SEP	45.56	24.54
OCT	40.34	
NOV	32.21	
DEC	39.50	27.61
ANNUAL AVERAGE		25.59

PERFORMANCE MEASUREMENT COMPARISONS

CALLS BY CATEGORY

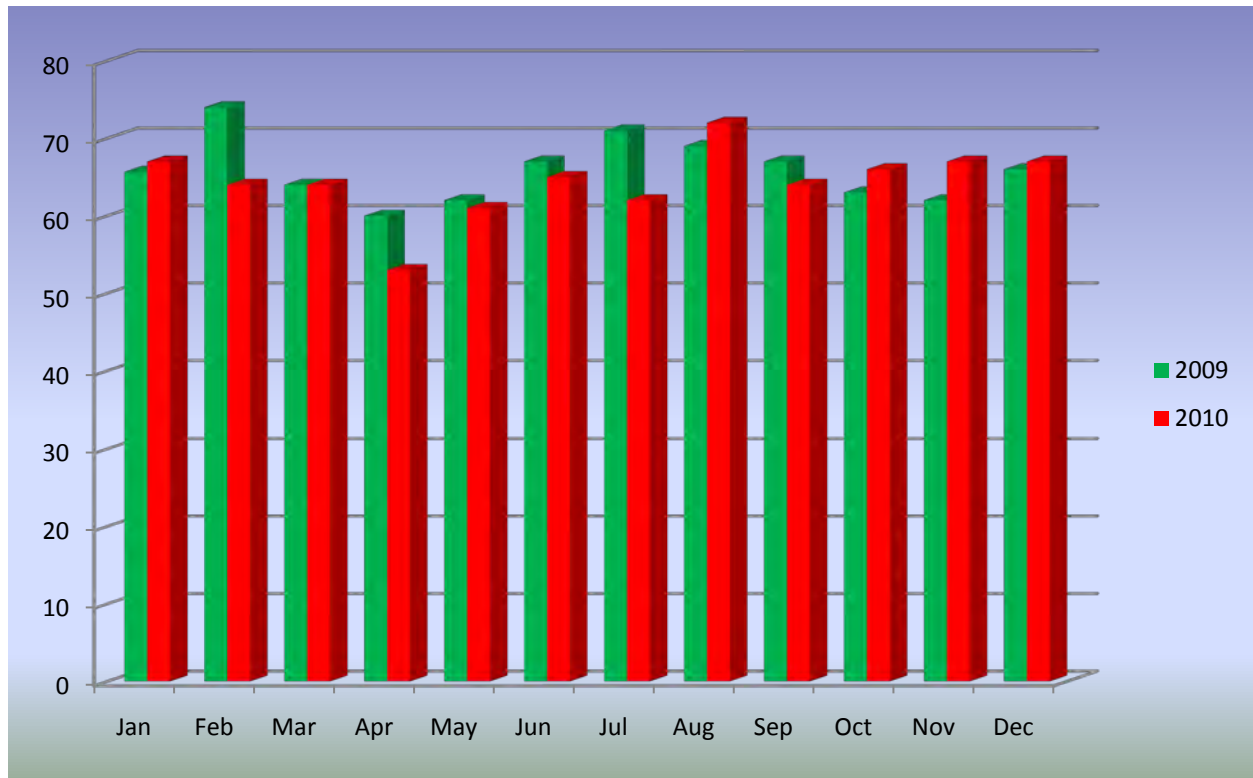


ABANDONED CALL RATE BY MONTH

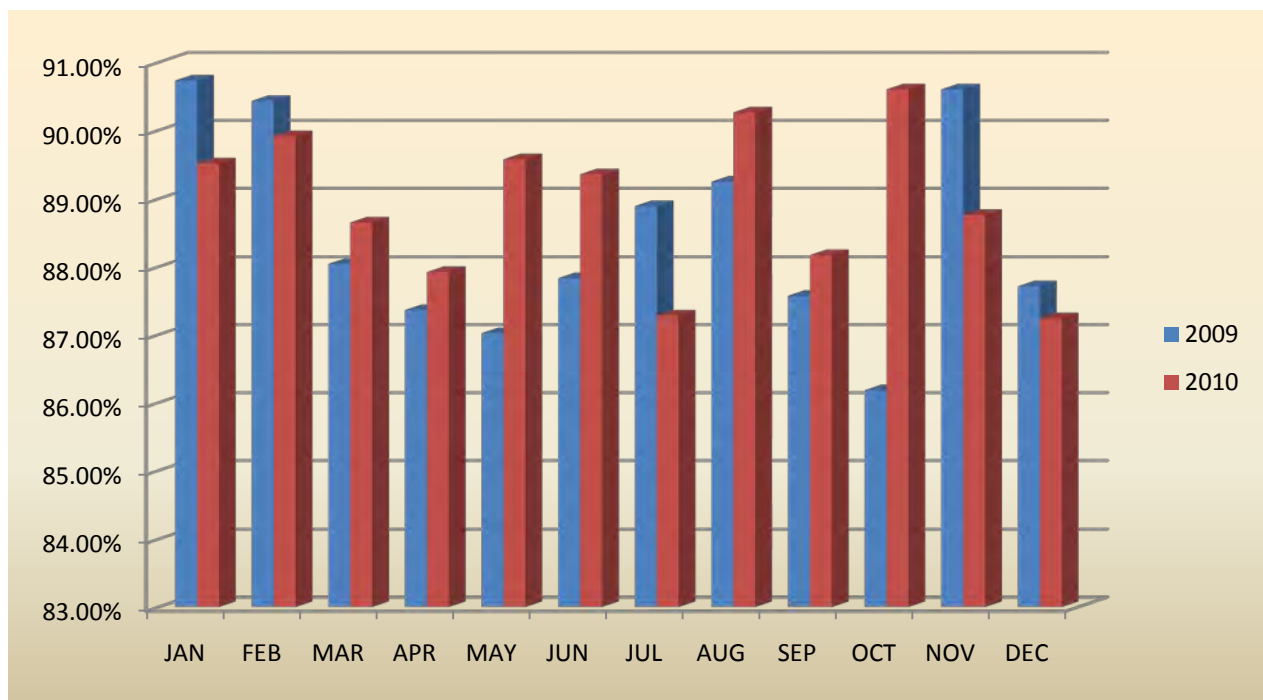


PERFORMANCE MEASUREMENT COMPARISONS

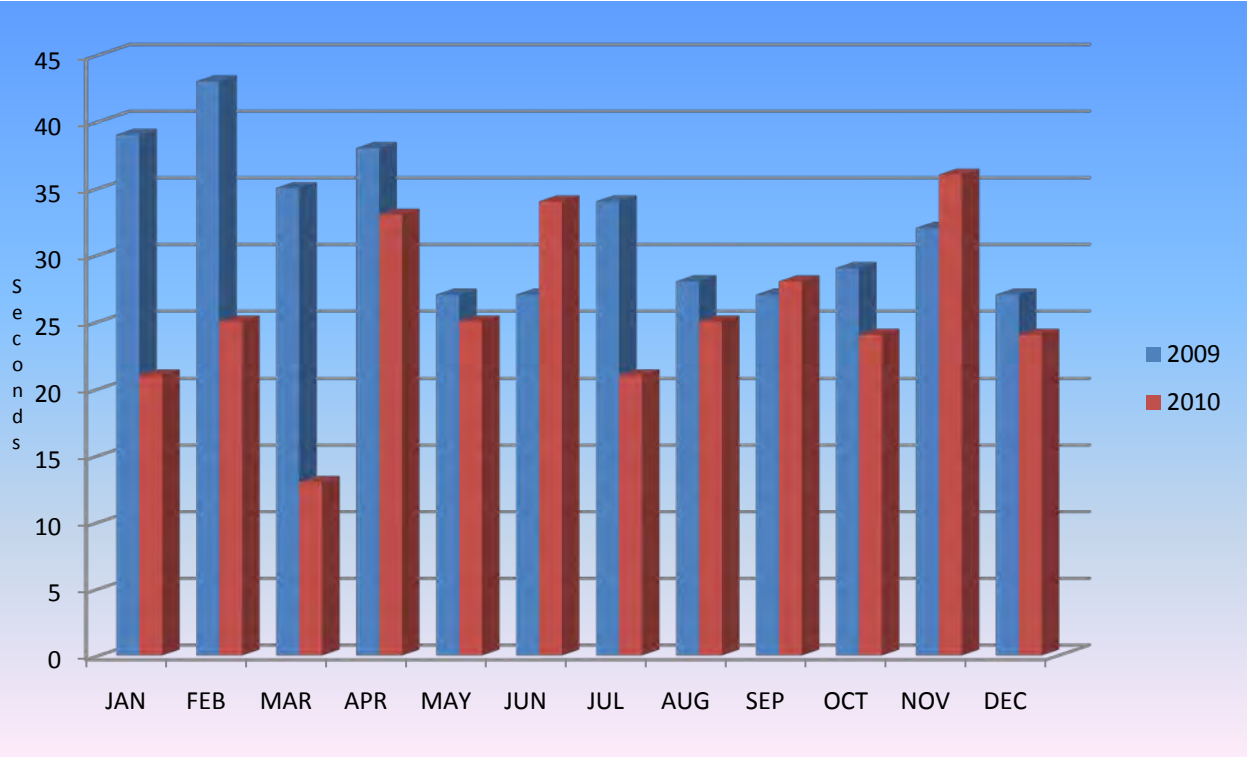
AVERAGE CALL DURATION (IN SECONDS)



EMERGENCY MEDICAL DISPATCHER (EMD) AVERAGE COMPLIANCE RATING

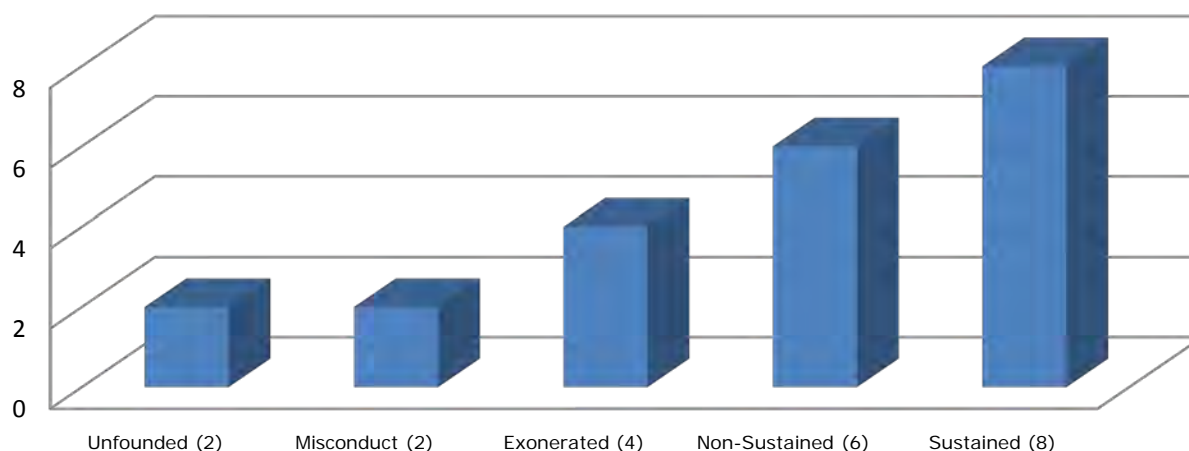


PERFORMANCE MEASUREMENT COMPARISONS
AVERAGE ECHO MEDICAL CALL DISPATCHING TIME



COMPLAINTS

The Emergency Communications Center received 22 citizen complaints during 2010. Allegations of misconduct or error on the part of Communications Center personnel require a conclusion of fact. The findings of fact are listed below with the chart of complaints. Appropriate training and/or corrective action is taken for those complaints that qualify as “sustained”, or “misconduct/error not based on complaint.” The Lincoln-Lancaster County 911 Center prides itself on providing high quality customer service to those it serves. Your feedback is very important to us.



Unfounded-The complaint is false or not factual; the incident did not occur as reported and there was no misconduct/error.

Misconduct/error not based on Complaint-Substantiated employee misconduct not previously alleged in the complaint, but determined through the investigation.

Exonerated-The investigation has determined the incident did occur, but the employee involved acted properly in accordance with policy.

Non-Sustained-The investigation has been unable to substantiate the complaint. There was insufficient evidence to prove or disprove the allegation.

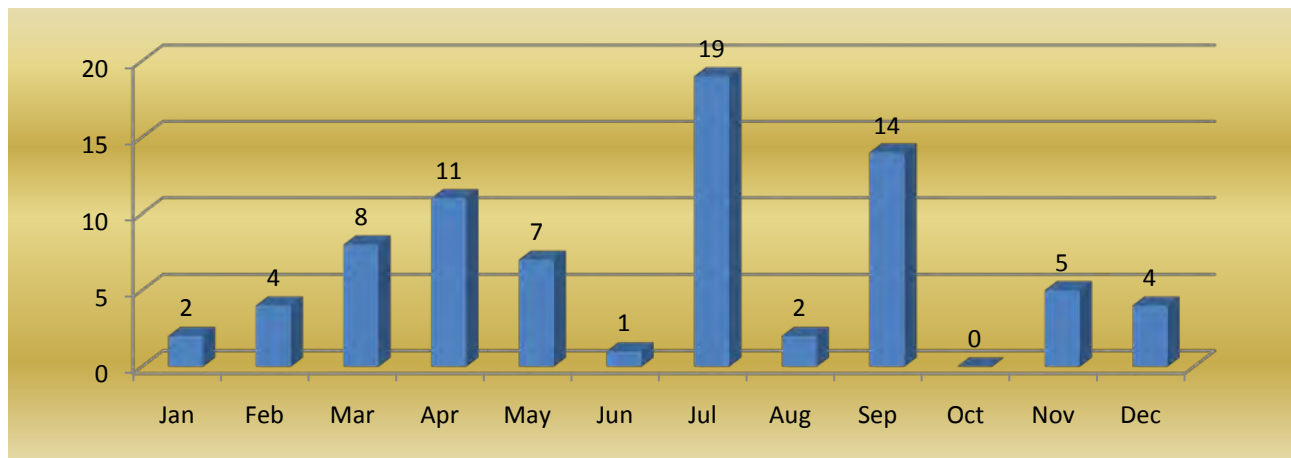
Sustained-The investigation has disclosed sufficient evidence to determine the complaint is substantiated.

COMMENDATIONS

There were 77 commendations received by Emergency Communications Center personnel during 2010 with some employees receiving numerous commendations indicated in parenthesis. These commendations can be generated internally, by user agencies or from citizens in recognition of superior performance. Personnel receiving commendations were:

<i>Alissa Gunning</i>	<i>1</i>	<i>Brenda Roby</i>	<i>2</i>	<i>Dustin Pierce</i>	<i>3</i>
<i>Amy Meier</i>	<i>1</i>	<i>Gregg Witfoth</i>	<i>2</i>	<i>Jennie McLaughlin</i>	<i>3</i>
<i>Bryan Kelly</i>	<i>1</i>	<i>Jaime Johnson</i>	<i>2</i>	<i>Kelly Davila</i>	<i>3</i>
<i>Dave Rood</i>	<i>1</i>	<i>Jodi Standley</i>	<i>2</i>	<i>Leslie Novak</i>	<i>3</i>
<i>Jamie Russell</i>	<i>1</i>	<i>Kevin Campbell</i>	<i>3</i>	<i>Tim Flaherty</i>	<i>3</i>
<i>Josh Hruby</i>	<i>1</i>	<i>Linda Thurber</i>	<i>4</i>	<i>Troy Cordle</i>	<i>3</i>
<i>Karen Cates</i>	<i>1</i>	<i>Mark Murphy</i>	<i>2</i>	<i>Linda Flaherty</i>	<i>4</i>
<i>Kevin Campbell</i>	<i>1</i>	<i>Matt Buser</i>	<i>2</i>	<i>Megan Ellis</i>	<i>4</i>
<i>Lisa Pachunka</i>	<i>1</i>	<i>Becky Lyons</i>	<i>3</i>	<i>Shara Scattergood</i>	<i>4</i>
<i>Lori Yaussi</i>	<i>1</i>	<i>Brent Molthan</i>	<i>3</i>	<i>Tara Garza</i>	<i>4</i>
<i>Sarah Kate Sandquist</i>	<i>1</i>	<i>Chad Schmidt</i>	<i>3</i>	<i>Terri Heiser</i>	<i>4</i>

COMMENDATIONS by MONTH



All personnel are instructed as to the procedures in place to facilitate the handling of complaints and commendations in order to gain public confidence. A customer service survey is completed at a minimum of once per calendar year. The survey is designed to assist in gaining information on the level of satisfaction and how services may be improved. In addition, citizens may contact the Lincoln-Lancaster 911 Center with feedback or questions at any time, by telephone at 402-441-7005 or email through the city 9-1-1 website using the "Email Feedback Form." The Communications Center provides ongoing continuing education opportunities for staff in order to maintain and enhance job performance and to best utilize this feedback information

AWARD RECIPIENTS - 2010

FOOTPRINTER'S DISPATCHER OF THE YEAR

Kevin Campbell

TRAINER OF THE YEAR

Shara Scattergood

EMERGENCY MEDICAL DISPATCHER OF THE YEAR

Sarah Kate Sandquist

PHOENIX AWARDS

Matt Buser

Kevin Campbell

Karen Cates

Troy Cordle

Kelly Davila

Linda Flaherty

Tim Flaherty

Tara Garza

Jamie Johnson

Bryan Kelly

Becky Lyons

Jennie McLaughlin

Amy Meier

Brent Molthan

Lisa Pachunka

Steve Phillips

Becky Pierzina

Brenda Roby

Dave Rood

Shara Scattergood

Chad Schmidt

Jodi Standley

Cary Steele

Linda Thurber

Gregg Witfoth

FOOTPRINTER'S "DISPATCHER OF THE YEAR"

Kevin Campbell, a Dispatch Supervisor with the 911 Center, was recognized on April 17, 2010 with the sixth annual Footprinter's "Dispatcher of the Year" award at the Capital City Footprinter's Association Banquet. The award was also celebrated during National Telecommunicator's Week.



Kevin Campbell 2009 Footprinter's Dispatcher of the Year with Sharon Codr, Communications Supervisor

The award's selection criteria includes a formula of Emergency Medical Dispatcher scores, commendations received, most recent performance rating score and overall relationship with superiors and co-workers.

"Kevin is a very deserving recipient, having worked many years as an ESD II and a Shift Supervisor," said Julie Righter, 911 Center Communications Manager. Kevin was promoted to Training Coordinator in September of 2010.

TRAINER OF THE YEAR

The 2009 'Trainer of the Year' was awarded in 2010 to Shara Scattergood. Shara has worked hard to ensure our trainees are provided with the correct information and gives them every opportunity to learn valuable skills. Shara's proactive approach is refreshing and shows her dedication to helping new staff succeed. Shara's active engagement in the training program is truly appreciated.



2009 Trainer of the Year Shara Scattergood

EMERGENCY MEDICAL DISPATCHER OF THE YEAR

For the second year in a row Sarah Kate Sandquist received the Emergency Medical Dispatch (EMD) of the Year award for her exceptional compliance to the EMD protocols. We congratulate Sarah Kate for her continued dedication and professionalism. Sarah Kate has relocated to Texas where she is continuing her career as a public safety communications professional with the Denton County Sheriff's Office.



2009 Emergency Medical Dispatcher of the Year Sarah Kate Sandquist

APCO Weldon Joe Blair Award

APCO International honored Communications Coordinator Julie Richter in 2010 with the Weldon Joe Blair Award in recognition of exceptional accomplishments as a leader of the Association.



Julie Richter, 911 Communications Coordinator, receiving the Weldon Joe Blair Award from Richard Mirgon immediate Past President of APCO International

“Julie Richter has been involved in Public Safety since 1975 where she started as a Police Dispatcher and joined APCO in 1993, becoming Communications Coordinator for the Lincoln Emergency Communications Center in 1997. Julie was a founding member of the Call Center Standards Committee and served as its chair from 2005 to 2010. She is widely known for her dedication of countless hours to the development of standards, her significant role in APCO Project RETAINS, strengthening the partnership between APCO and CALEA, and her enthusiastic engagement in initiatives large and small across her 17 years of service to APCO International.”



SPECIAL OLYMPICS 2010

The City of Lincoln was the home of the biggest sporting event in the history of the state, the 2010 Special Olympics USA National Games July 17th through July 24th, 2010. This competition brought thousands of athletes, coaches, family and friends to a variety of venue sites in Lincoln.

The event kicked off on Saturday, July 17th with several hundred athletes arriving in Lincoln during the Cessna Airlift. The first plane to land carrying a delegation of Special Olympics athletes from Columbus, Ohio was at 7:28 AM. The planes kept landing about every two minutes until 4:30 PM on the dot, when all 800 athletes involved in the airlift were accounted for. Incident Dispatchers from the Lincoln Emergency Communications Center managed communications for the Airlift from the bay of Lincoln Fire & Rescue Station 11, coordinating multiple support resources.



Athletes deboarded planes and were greeted by the crowd as they walked through a tunnel of volunteers



Incident Dispatchers Kevin Campbell and Megan Ellis work from the Airlift Command Post

The planning took about two years, with the Lincoln Emergency Communication Center participating heavily in planning meetings for several months while developing the communications plan for the entire event which included a total of twelve venues.

Radio communications were based on a two radio network arrangement. Intra-venue, local area communications were accomplished using VHF simplex portable radios supplied by the Department of Defense (D.O.D.). Because D.O.D. radios operate in simplex mode, range was limited and confined to the specific venues. Wide area communications were accomplished utilizing City-wide 800 MHz trunked portable radios supplied by the City of Lincoln and supported by the City of Lincoln Radio Shop. Key personnel within each venue were required to carry two radios. This link was vital to ensuring public safety needs could be communicated in a timely and effective manner to the Main Operations Center which was hosted by the University of Nebraska Police Department.

The Main Operations Center was staffed by representatives from multiple agencies involved in coordinating the week long events. A Lincoln Emergency Communications Center Incident Dispatcher staffed a console at the Main Operations Center daily throughout the Games to facilitate communications related to public safety needs at each of the venue sites.

The designated primary talk group used to coordinate public safety was one of 16 talk groups designated on the City of Lincoln radio system for multi-agency use. All radios on the City of Lincoln's radio system are programmed with this set of 16 talk groups.



Incident Dispatchers Cary Steele and Megan Ellis staff the Main Operations Center at UNL PD

Computer Aided Dispatch stations were installed both in the Main Operations Center and at the dispatch console at UNL PD providing a direct link to the primary 911 Center operating on the same Computer Aided Dispatch (CAD) network so requests could be acted upon quickly and coordinated with the primary 911 Center. Additionally, this allowed Special Olympics administration to be instantly aware of activity as it was occurring.

The 2010 Special Olympics USA National Games consisted of more than 471 hours of competition resulting in 927 medical incidents. Of these, 58 were hospital referrals.

911 OPERATOR REALLY DELIVERS ON LABOR CALL

The call came in at 10:30 on May 3rd, 2010 from the father indicating that his wife was in labor and he believed she was ready to have the baby. Upon answering the 911 call, call taker, Lori Yaussi gathered his information and dispatched a medical response to the scene. While waiting for emergency services to arrive, she professionally and calmly instructed the caller on how to deliver the baby.

A few minutes later, the baby was delivered via phone by our call taker and the caller. "Lori did a fantastic job with this call," said 911 Coordinator, Julie Righter. To express their gratitude, the parents of Baby Madison visited the 911 Center to meet Lori, the dispatcher who helped bring their baby into the world.



Dispatcher Lori Yaussi with Baby Madison and her parents

The Lincoln Emergency Communications Center utilizes Priority Dispatch Emergency Medical Dispatch protocols. During 2010, the Lincoln Emergency Communications Center received 15 calls for service related to childbirth or imminent birth. A first for the Center was Lori assisting with the delivery of two babies, two days in a row in May.

PUBLIC EDUCATION

Members of the Public Education Committee were able to attend seven community resource fairs and three Rural Volunteer Fire Department Open Houses this year, serving children to senior citizens. Hundreds of citizens were able to use the 911 Call Simulator to make "practice" 911 calls. The Center provided education in the areas of identifying an emergency, how to dial 911 and what to expect once 911 has been dialed.



Kevin Campbell, Operations Training Coordinator for 911 teaching a "What we do at 911" class at the Lancaster County Youth Services Center



Public Education Coordinator ESDII Becky Lyons (seated) and committee member ESDI Leslie Novak demonstrate the 911 Call Simulator to a group of children at the annual Safety Day at the Zoo.

The Center hosted numerous tours including school groups, scout troops, user agencies and community organizations. Our staff travelled to schools, in both the city and county, to provide presentations comprised of valuable information on how to use the 911 system. This year, the Center contacted approximately 2000 citizens

The Center continues efforts to expand our community outreach to include citizens who use English as their second language. As part of that effort committee members met with Lincoln Literacy participants who relocated to Lincoln from Burma. Information on how to use 911 was provided as well as an opportunity to use the 911 Call Simulator.

This year, there were no problems or concerns received by Becky Lyons, the Center's Public Education Coordinator. At community fairs and open houses, many citizens made a point of thanking us for doing an excellent job.

Members of the 911 Center Public Education Committee in 2010 were; Alissa Gunning, Brenda Roby, Sarah Kate Sandquist, Chad Schmidt, Mark Murphy, Tara Garza, Jennie McLaughlin, Leslie Novak, Amy Meier, Steve Phillips, Megan Ellis, and Becky Lyons, Public Education Coordinator.

TELECOMMUNICATIONS

Once again in 2010, we continued to see more growth in incoming cellular calls verses landline phone calls. We have also seen a continued growth in the number of VoIP (Voice over Internet Protocol) calls that come into the 911 Center.

On an average day, the Lincoln 911 Center will receive approximately 1,000 calls. The heaviest volume of calls is received on the non-emergency number 441-6000. 911 should be used for true emergencies. The 911 and 441-6000 lines are dedicated telephone trunks that provide 911 dispatchers with the ability to see phone numbers, addresses, and names to assist them in pinpointing a caller's location. This is called Automatic Location Identification or ALI.

Specially designated telephone trunks are installed for cellular phone calls received at the 911 Center as well. Depending on the type of cellular phone that is being used, the dispatcher may or may not be able to locate you in an emergency. By the end of March 2007, all cellular carriers serving Lancaster County were upgraded to the Phase II location system. Phase II provides 911 dispatchers with the telephone number and location by plotting the latitude and longitude that appears on the ALI screen when a cellular 911 call is received. Dispatchers have the ability to retransmit a call, if necessary, (as long as the cell phone call remains connected) to continue to update and re-plot the location within 100 meters or 328 feet. If a caller is using a prepaid cellular phone with Phase II capability, their location can also be plotted; however, they cannot be called back because there is no telephone number associated with prepaid wireless phones.

The Lincoln 911 Center has also installed dedicated trunk lines for VoIP calls. Some examples of VoIP phone companies are Time Warner and Vonage. When placing a call to 911 using this technology, caller information may or may not appear on the dispatchers screen. It is important for all subscribers of this technology to ask their vendors how 911 calls are handled with their company.

We also continue to explore new technologies and Next Generation 911 (NG911) services such as receiving text messages, video, interoperability with other Public Safety Answering Points (PSAP's), and Internet based integrated application 911 networking.

In the past 15 years, innovations in communications technology have created the need for a more advanced system for the public to access emergency care. While the existing E911 system has been a success story for more than 30 years, technological advances have stretched it to its limit. New wireless and IP-based devices that are capable of delivering messages via text and video are being developed and utilized at a steadily increasing rate, thus greatly expanding the need for 911 centers to be able to accept these and other sources of emergency data.²



A dispatch console in the 911 Center

² NENA's Blueprint Steers 911 Into The Future: by Roger Hixson, Bob Cobb, and Patrick Halley National Emergency Number Association (NENA) 2008

TRAINING DIVISION

The Lincoln 911 Emergency Communications Center's training division supports the development of knowledgeable, skilled staff from the moment of hiring, continuing throughout each employee's career as an Emergency Services Dispatcher. Along with our dedication to maintaining accreditation with the Commission on Accreditation for Law Enforcement Agencies (CALEA), as well as the Association of Public Safety Communications Officials (APCO) Project 33 Training Standard, our agency works hard to provide excellent training and opportunities for professional development for all of our staff. This begins with our hiring process.

HIRING

The Lincoln Emergency Communications Center (LECC) accepted applications for Emergency Services Dispatcher I (ESDI) in September 2009. At that time, 287 applications were submitted for testing held on October 8th, 2009. Of those applicants, 131 completed the testing and 20 were interviewed. In April 2010, two were offered positions and one accepted. This new employee began her training on June 14th. In May 2010, applications were again accepted. Of the 208 applicants, 121 completed the testing in June 2010, 18 were interviewed, and 4 were offered positions. Those 4 began their training on October 4th.

The LECC utilizes several mechanisms to screen applicants. The test packets are received from Profile Evaluations Inc. which includes the Wonderlic, Personality Profile Composite and Distraction Test. The LECC also utilizes the Predictive Index test, typing test and an oral hiring board consisting of supervisory and LECC personnel. Candidates meeting minimum requirements are interviewed. Once the applicant has successfully completed these steps, a conditional offer is given and additional screenings are completed. These screenings include vision and hearing tests, background investigation and a Psychological evaluation. For more information on the employment selection process, see our flowchart at:

<http://www.lincoln.ne.gov/city/finance/commc/employflow.htm>.

New Employee Training

The Lincoln Emergency Communications Center New Employee Training Program consists of four program phases: Classroom, Call Take, Law Enforcement Dispatching, and Fire/Emergency Medical Services (EMS) Dispatching. The second and fourth phases also include the processing of 911 Emergency telephone calls.

The Classroom phase is the initial training which provides the trainees with an introduction to: basic phone answering skills, our computer aided dispatch system, geography, stress management, liability and our policies and procedures. This intensive phase usually lasts three to four weeks and includes training in Emergency Medical Dispatching (EMD).

The Call Take phase begins on-the-job training. The trainee is scheduled at a console with a certified trainer and fields live call requests for assistance from law enforcement, fire and/or medical personnel. This phase is usually completed in five to six weeks.

The third phase is Law Enforcement dispatching. Utilizing the radio system, the trainer will assist the trainee in dispatching calls for law enforcement assistance and monitoring the status of law enforcement personnel. This phase may take anywhere from four to eight months to complete.

The final phase is Fire/EMS dispatching. During this phase, the trainee continues to work with a trainer in learning all aspects of dispatching fire and/or medical units to various types of rescue calls for service. The trainee is also monitored when handling 911 Emergency phone calls. This final phase normally takes six to eight weeks to complete.

Continuing Education Training

Continuing education training is conducted regularly for all staff members. For the year 2010 there were 41 full time and 1 part time employees with the Lincoln 911 Emergency Communications Center, including management staff. The average number of training hours per employee for 2010 was 18.76.

Using a variety of local and national resources, some of the training topics offered during 2010 included:

- Radiological Material Spill Exercise with the Department of Energy, Emergency Operations Center, Lincoln Fire and Rescue, Lincoln Police Department, Lancaster County Sheriff's Office, Nebraska State Patrol, and many other agencies in and around the Lincoln area.
- Nebraska Infrastructure and Protection Conference co-hosted by Nebraska Homeland Security Director, Lt. Gov. Rick Sheehy and US Attorney for Nebraska Deborah Gilg
- Graphical User Interface Computer Aided Dispatch presented by Ron Righter with Public Safety Systems Incorporated, and Kelly Davila
- National Weather Service training presented by Cathy Zapotocny with the Omaha National Weather Service
- TTY (Telephone Typewriter – communication device for the deaf) Refresher Training
- Review of our Facility Emergency Plan
- Stress Management presented by Continuum

Certified Trainers

All ESDII's & ESDIII's complete the APCO Communications Training Officer (CTO) certification which allows them to be assigned as a trainer to newly hired ESDI's. Trainers are responsible for following the training program guidelines by means of a checklist and trainer guide to ensure the trainee receives all required training and it is documented. Evaluations are completed using the agency 'Standardized Rating Guidelines' to determine when training objectives have been met.

A "Trainer of the Year" award is granted annually to a trainer for outstanding accomplishment based on efficient and effective performance as a trainer, overall attitude and communication with trainees, supervisors and the Training Coordinator. Input is solicited from all shift supervisors regarding nominations for this award.

EMERGENCY MEDICAL DISPATCH

Introduction

The vision statement of the Lincoln/Lancaster County 911 Emergency Communications Center is:

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

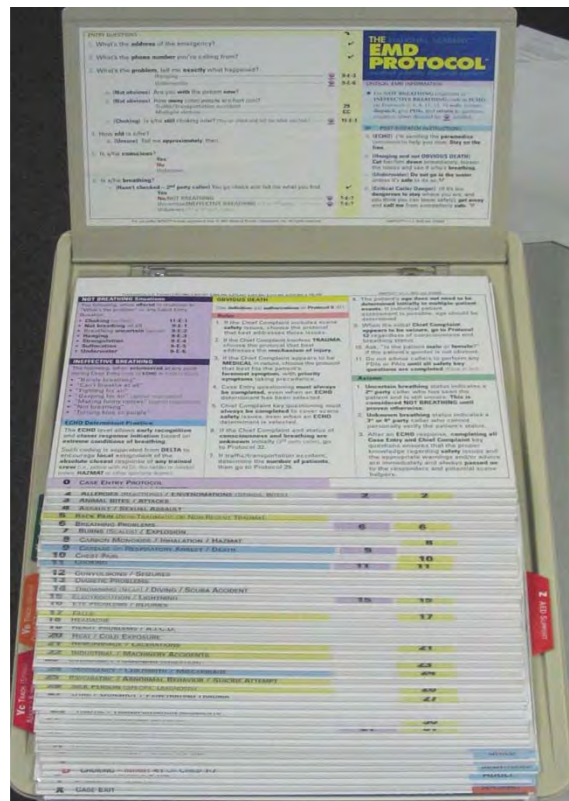
In support of our vision, we have maintained a Quality Assurance (QA) program to assist in providing our trained dispatchers with supportive tools to meet this goal. The Lincoln/Lancaster County 911 Emergency Communications Center utilizes the Priority Dispatch System's Emergency Medical Dispatch Program (EMD) in handling requests for emergency medical assistance. All of our dispatcher's are EMD certified. The EMD program is a set of cards that direct the dispatcher to ask the caller a series of questions based on the nature of the medical emergency. This enables the dispatcher to determine the most appropriate medical response priority. EMD also provides written Post-Dispatch and Pre-Arrival instructions to give to callers when appropriate and possible.

Included in this process is a Quality Assurance program. All certified EMD dispatchers receive ongoing feedback on their performance based on guidelines established by the National Academies of Emergency Dispatch and EMS, Inc. The purpose of Quality Assurance is to provide a non-punitive means of assisting staff in maintaining a high level of performance.

Overview

The EMD card set is made up of thirty-three (33) protocols including specific Post-Dispatch and Pre-Arrival instructions. The first thirty-two (32) protocols are geared toward the general public by addressing medical emergencies such as difficulty breathing, seizures, chest pain and traumatic injuries. These protocols include specific Post-Dispatch instructions based on the Chief Complaint and lead the dispatcher to detailed Pre-Arrival instructions as needed. A few examples of Pre-Arrival instructions include: step-by-step directions on how to perform CPR and childbirth delivery.

The remaining protocol is geared toward skilled care facilities. This protocol does not require specific Post-Dispatch and/or Pre-Arrival instructions as staff in these facilities possess the necessary medical skills and knowledge.



Action

In addition to ongoing feedback, our staff receives individual and group training and education throughout the year based on the overall findings of these reviews. Also, our staff has access to a variety of self-education tools to help them maintain their skills. In order to maintain their certification with the EMD program, all staff are required to recertify every two years. This includes the successful completion of a written examination, twenty-four (24) hours of training and CPR certification.

Results

In 2010, Quality Assurance reviews were completed on approximately 9.3% of the total call volume, 1300 randomly chosen requests for emergency medical assistance. This is an average of 38 reviews per dispatcher.

There were no Action Plans for the year 2010. This is a significant decrease from the 8 Action Plan reviews in 2009. The goal compliance average is 90% for each individual dispatcher and for the agency as a whole.

QUALITY ASSURANCE

Introduction

The vision statement of the Lincoln 911 Emergency Communications Center is:

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

In support of our vision, we have maintained a Quality Assurance (QA) program to assist in providing our trained dispatchers with supportive tools to meet this goal.

Overview

The purpose of the Quality Assurance program is to assess the efficiency and effectiveness of service delivery. This program promotes the setting of goals and objectives, and monitors the extent to which they are met. The QA program covers call taking and radio dispatch communications for law enforcement and fire department services, including customer service. Emergency medical services are reviewed, but they are reviewed in a separate Emergency Medical Dispatch QA process.

Action

During 2010, the Quality Assurance Coordinator and the Shift Supervisors began using the new and more efficient QA program. The new QA program was modified from the existing program to enhance use and manageability. The goal compliance is based on a pass/fail rating scale. In addition to ongoing feedback, our staff receives individual and group training and education throughout the year based on the overall findings of these reviews. Also, our staff has access to a variety of self-education tools to help them maintain their skills. The new program was a very large improvement, with the goal of fine tuning in the year to come.

Results

In 2010, random Quality Assurance reviews were completed for each dispatcher. All employees received one call take review per month and all employees received one dispatch review every other month unless there were extenuating circumstances. Each review is completed using standardized rating guidelines based on our standard operating procedures.

The results of these reviews showed the dispatchers as meeting the desired performance standard in all areas of work performance and customer service.



INCIDENT DISPATCH TEAM

The Lincoln Emergency Communications Center's Incident Dispatch Team, (IDT), continues to grow and evolve. One new member was added to the roster in 2010 through a competitive application process. Currently, there are nine dispatchers serving on the team.

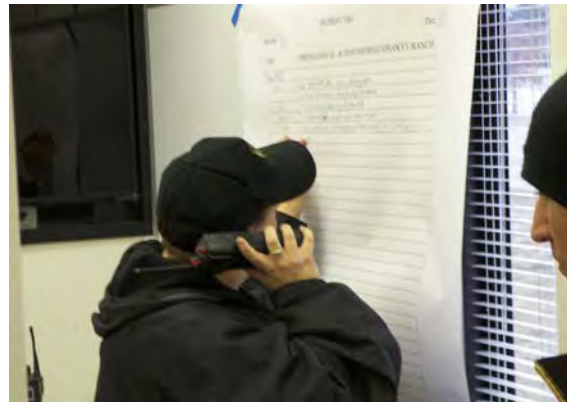
The IDT provides on-scene field dispatchers to provide communications support during major incidents by integrating into the existing command post structure and operating under the National Incident Management System (NIMS). In addition, the team receives specialized training in tactical dispatching and members frequently serve as tactical dispatchers for various special events and law enforcement special details.

During the past year, IDT recorded the following activity: 1-Hazardous Materials Call Out, 4-LPD Special Details, 1-LPD Call Out, 1-Pre-Planned Special Event (8 day duration) and 2-Full Scale training exercises.

Although activation of IDT will normally occur during significant and rare events of extended duration, it is integral that members maintain training and awareness to ensure operational readiness for rapid deployment.



Cary Steele operates mobile CAD from the Lancaster County Mobile Command Post



Tara Garza assists LSO with documentation needs

ACCREDITATION

During 2010 the Accreditation Team for the Lincoln Emergency Communications Center continued to gather proofs of compliance for the 218 standards required by the Commission on Accreditation for Law Enforcement Agencies (CALEA). Accreditation is awarded for three years, during which time LECC must submit annual reports attesting to continued compliance with the standards.

The Accreditation Team is made up of Center employees Linda Thurber, Linda Flaherty and Brenda Roby. Together they continually review the standards which are broken down into seven basic areas: organization, direction and authority, human resources, recruitment and selection, training, operations, and critical incidents.

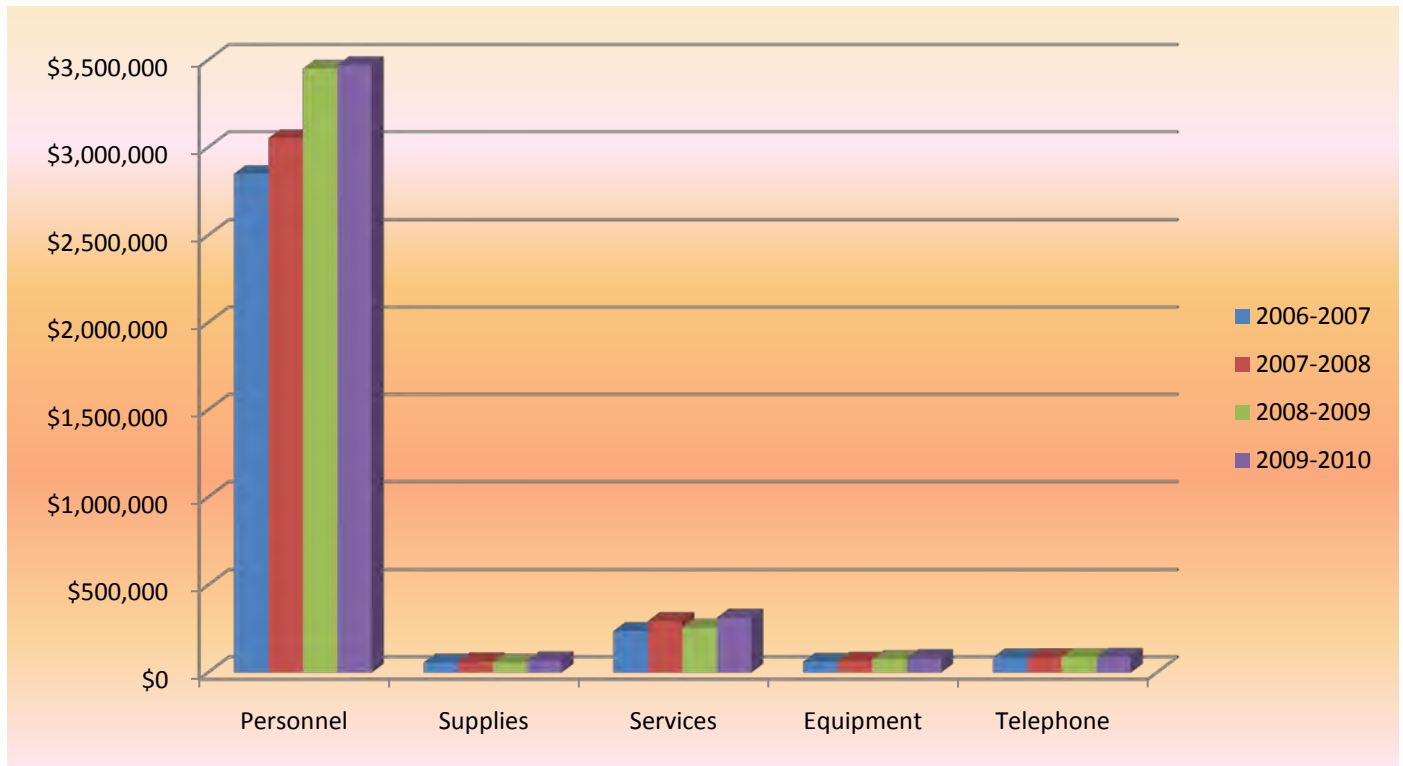
In November LECC conducted a mock on site review of the files as a precursor to the Center's third reaccreditation official on site assessment in April of 2011. Rob Sofie, Douglas County Sheriff's Office Accreditation Manager, and Lincoln Police Department Captain Terry Sherrill reviewed the standard files and offered suggestions for improvement as necessary.

In December, Linda Thurber and Linda Flaherty travelled to Des Moines, Iowa to attend a meeting of the Iowa, Nebraska and South Dakota CALEA group. Recently retired CALEA Commissioner, Sheriff Ted G. Kamatchus addressed the group. Sheriff Kamatchus spoke about the changes on the horizon, specifically the format of the on site assessment.

LECC continues to be a member of the Public Safety Communications Support Network (PSCASN) which was created as a support system for Communications Centers in the accreditation program. The group stays in touch via email and holds meetings at each CALEA conference. In addition, Communications Coordinator Julie Righter serves on the Association of Public Safety Communications Officials (APCO) Standing Committee that coordinates the accreditation process with CALEA.



EMERGENCY COMMUNICATIONS CENTER BUDGET



TOTAL DEPARTMENT BUDGET

<u>Year</u>	<u>Budget</u>	<u>Percent Change</u>
2005-2006	\$3,029,912	
2006-2007	\$3,062,170	+ 1.06%
2007-2008	\$3,478,520	+11.97%
2008-2009	\$3,510,520	+ 0.92%
2009-2010	\$3,657,318	+ 4.01%

Emergency Communications Radio Maintenance Section



ANNUAL ACTIVITY SUMMARY

Much like every year, 2010 has been another year of change. Though the core services conducted by the Radio Maintenance Section (RMS) have remained, software and firmware controls virtually every element of technology under our care. 20 Years ago, a two-way radio was the only mobile software-based technology used by many of our customers. Today, modern Police or Fire Apparatus have dozens of computers that are only one software update from operating quite differently. Many of those systems require Lincoln's Radio Maintenance Specialists (RMS) to keep them updated and running.

Towers and sensitive IT equipment at tower sites is the core of the City of Lincoln's wide-area communications system. This equipment keeps information flowing both to and from our community's mobile workforce. An Airport snow plow and a State Trooper calling a Sheriff's Deputy all equally depend on voice network access provided by these towers. Now even the City Enterprise Networking utilizes our tower locations as distribution nodes for their expansive LAN.



Crowded electronic compartment in an ambulance. WiFi, CDMA, GPS800, SMR—it's all in there



Arbor Road Tower. Near LES Wind Turbines

Lincoln's Radio Maintenance section maintains 3 high-profile towers¹ around Lincoln with another under construction². Like most facilities managed by Lincoln's RMS, survivability is built into the towers. Protection and alarming designed for perils ranging from failures in power/HVAC to weather threats such as ice and lightening—all of which is tested weekly or more.

Lincoln 911 is the end-point for much of the information flowing on our radio systems. Lincoln's Emergency Communications Division has long depended on the Radio Maintenance Section for support of its IT needs from physical to application-level. This year is no different. Computer-aided Dispatch (CAD) systems have migrated from an older minicomputer server to a modern Windows Server system.

This required many configuration changes to client workstations, network topology and even the layout of 911's computer room. Two Radio System Specialists spent many hours stabilizing the impact of changing over to a new generation of CAD. Both the old and new CAD systems are replicated in two different physical locations to ensure survivability. Having such duplication is imperative however it presents unique challenges to ensure synchronization of completely parallel systems.

July of 2010 gave us an opportunity to assist with logistic and security needs of the Special Olympics National Games. Although the Department of Defense provided radio equipment to use at each venue, Transportation, Warehouse Logistics, and non-emergent patient transport had wide-area communications needs that could only be met utilizing the City of Lincoln's Trunked Radio System.



Standby Power, Standby 911-Diversity and Defense in depth.

¹ A wireless strategy differing from cellular where coverage is provided to small areas (cells) by lower antenna structures. High profile sites are typically several hundred feet tall to facilitate wide coverage areas.

² A PSIC Grant-Funded tower in Southwestern Lancaster County

While the Special Olympics was well-served by our system, it afforded us a chance to stress-test issuing and accounting for the hundreds of portable radios and batteries similar to what would be experienced in a wide-spread disaster in or around our community. A satellite 911 Dispatch console was even connected at a remote site so 911 could integrate into the Special Olympics Main Operating Center at UNL.

Looking ahead, 2011 will continue to be a year of change and major one-time projects. With Lincoln's recent purchase of property for a new Municipal Service Center, the Radio Maintenance Section will relocate to this campus. This will give better access to much of our client base as well as garage facilities to house and service the ever growing size of equipment we work on. This move will also allow us to have access to shared facilities not currently available such as small meeting rooms and the ability to host training sessions for clients.

While the move will keep Lincoln's Radio Maintenance Section busy, it is quite likely that Lincoln 911 will be relocating to the same area as well! Having our parent Division co-located will be a great advantage to both 911 and the Radio Maintenance section. It is almost every day that either a Radio Shop Specialist is working at 911 or meetings are required that include staff from both agencies. While Radio Maintenance service calls are frequent, the calls coming from the 911 Center are often the most urgent or are caused by larger systemic trouble. Being close will enhance our ability to quickly service any faults that occur at the 911 Call Center.

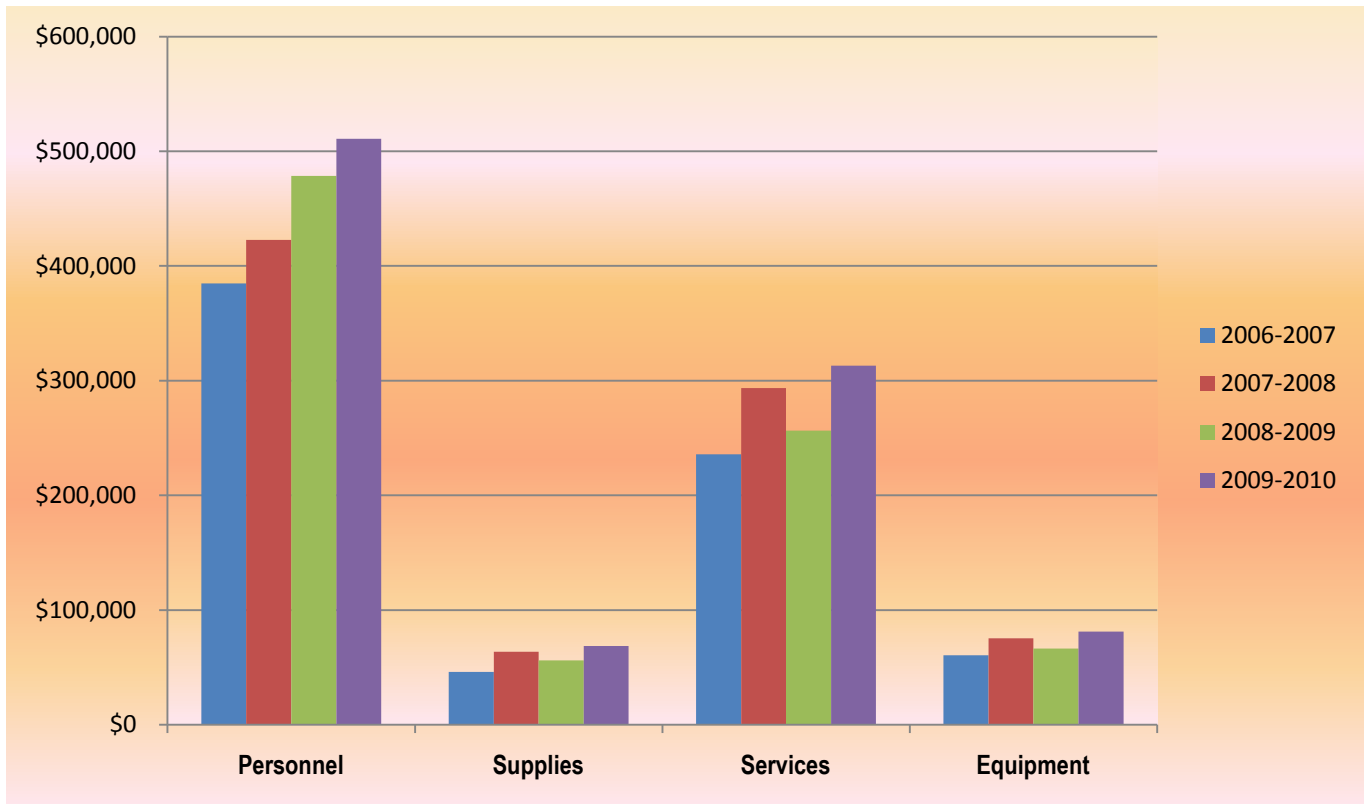


MSC-Future Location for Radio Maintenance and many others

2010 Highlights:

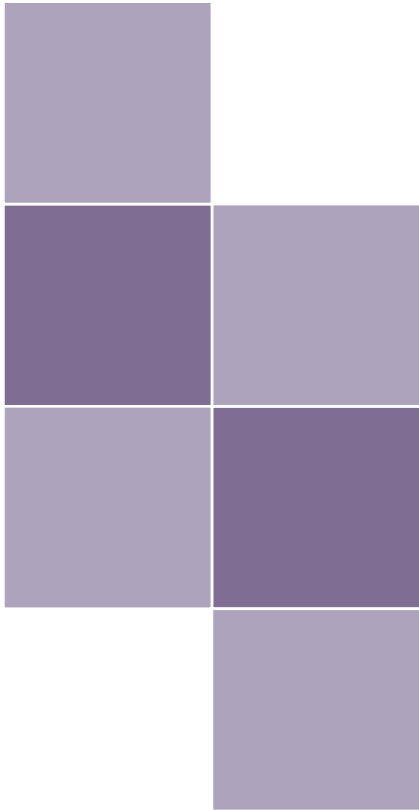
- Retooled over 30 Lincoln Fire and Rescue units to use a more robust data modem unit. This will leverage more mobile data applications resident in (and around) the Fire Apparatus. In the future, these devices are ready to provide positional information to geo-aware applications via the embedded GPS in the data modems.
- Subsystem amplifiers at the top of two towers have been installed. This renews equipment that has spent many years at the top of the tower dodging lightning and providing the excellent portable coverage our clients expect. The new amplifier systems are better suited to our recently adjusted spectrum and more fault-tolerant and manageable as well.
- Provided tower space for the State of Nebraska to roll-out their new VHF trunked radio system. This includes some space high on the tower and two equipment bays with conditioned power for their equipment.
- Developed a telemetry system to allow us better monitoring of site performance and reduce the need to mobilize Radio System Specialist to work at the sites as well as maintain conformance with FAA obstruction guidelines.
- Maintained numerous microwave links both for our own network transport links as well as a path serving Lincoln Water System's Ashland Production Plant.
- Provided six portables and chargers to all Special Olympics venues. Took care of all communications at the Aquatics venue to conserve DOD spectrum in crowded University Campus area.
- Reduced congestion on the Lincoln Police Department Data-only Opensky system by installing an additional base-station in the downtown area. At times many cruisers in the downtown area can overwhelm the data resources available. Even with this step, limits on throughput from narrow-band systems will necessitate migrating to higher capacity system in the future.

RADIO SHOP BUDGET



Total Radio Shop Budget

<u>Year</u>	<u>Budget</u>	<u>Percent Change</u>
2006-2007	\$725,797	
2007-2008	\$902,881	+19.7%
2008-2009	\$797,485	-17.7%
2009-2010	\$973,773	+22.1%



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