

LINCOLN EMERGENCY COMMUNICATIONS CENTER

ANNUAL REPORT-2012

JULIE J. RIGHTER, COMMUNICATIONS COORDINATOR

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Tom Casady, Public Safety Director
James Peschong, Chief of Police

I am pleased to submit our 2012 Annual Report. It was another productive year for the Lincoln Emergency Communications Center.

Just a few of the accomplishments in 2012 were –

- After months of planning the Lincoln Police Department Service Desk merged with the Emergency Communications Center on October 25th, 2012. This merge provides for all calltake services to be provided from the same location and will eventually expand the capabilities of all staff. With the addition of the Service Desk staff the total authorized staff for the Emergency Communications Center is now 55.5 Full Time Equivalents and 6 Full Time Equivalents at the Radio Shop, for a total of 61.5 for the Unit.
- Maintained our accreditation by CALEA and continues to meet all standards.
- Continues as a Call Center Partner by the Center for Missing and Exploited Children (NCMEC).
- Awarded the seventh annual Capital City Footprinter's Dispatcher of the Year Award to Emergency Services Dispatcher I Jessica Johnson.
- Processed 16 citizen complaints, the same number as was reported in 2011. Of these 16, seven were sustained or determined to be a violation of policy.
- Averaged approximately 36,688 incoming/outgoing telephone calls per month in 2012, with over 73% of the 911 calls consisting of cellular/wireless calls.
- Successfully operated from the Emergency Communications Back-Up Center four times during 2012, four planned exercises and one extended activation in October while installing system upgrades at the Primary Center.
- Processed 364,098 incidents in 2012 for the Center's User agencies including the Lincoln Police Department, Lincoln Fire & Rescue, and the Lancaster County Sheriff's Office.
- Processed 1163 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 16.4% from 2011 (971).
- Became a unit of the Lincoln Police Department on December 25, 2012

While 2012 presented some challenges, we continue to move forward, fulfilling our mission of providing a high level of service to the community as well as our Users.

Sincerely,

Julie J. Richter, ENP
Communications Coordinator



EMERGENCY COMMUNICATIONS CENTER 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.

Value Statement

The Values of the Lincoln Emergency Communication Center and its employees are stewardship, integrity, compassion, goodness, and honor.

2012 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 unit.
- 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 systems and 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 the unit.
- Maintain accredited status.

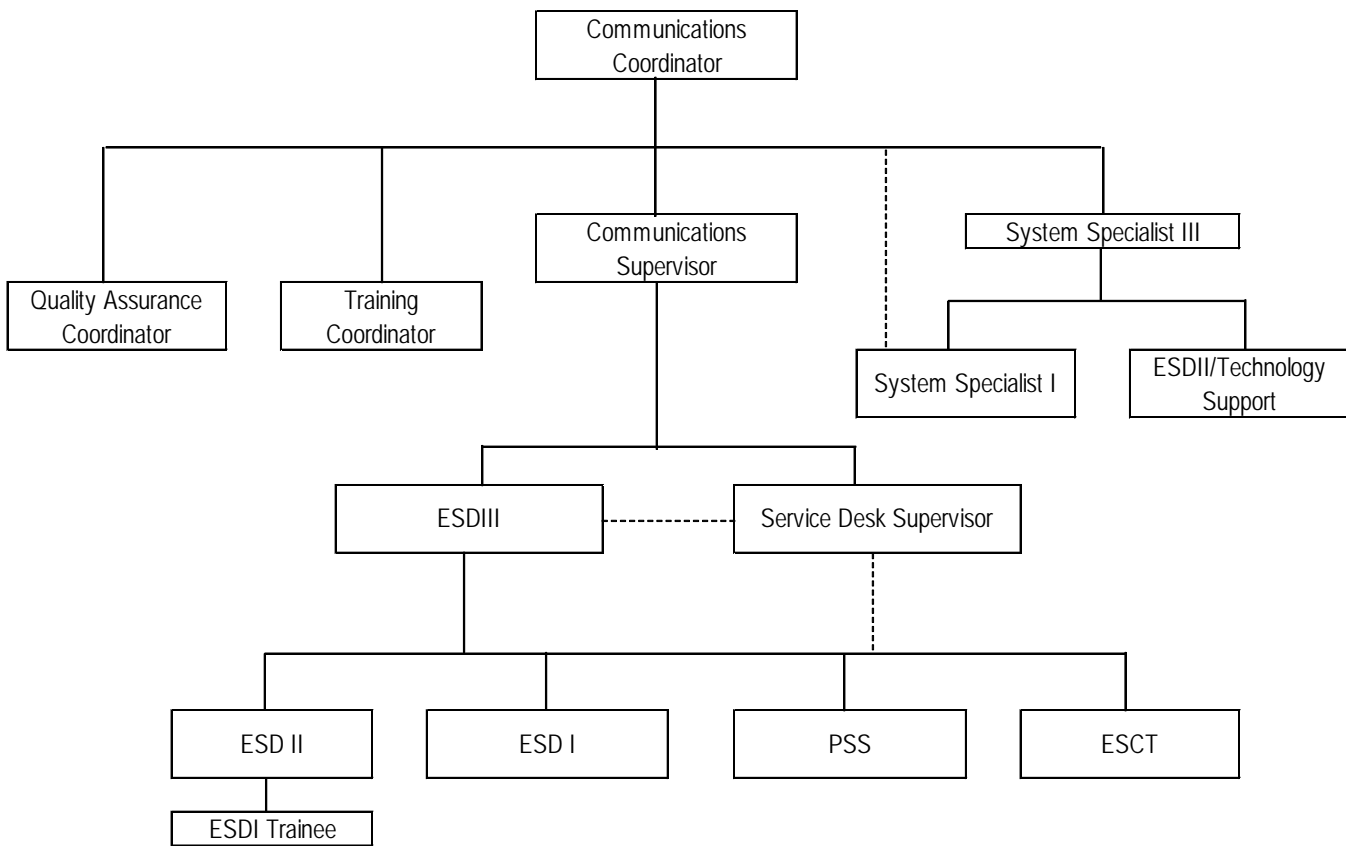
Training

- Retain appropriate level of staff within the unit.
- 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 unit.
- 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.

9-1-1 EMERGENCY COMMUNICATIONS ORGANIZATIONAL CHART



PERSONNEL ALLOCATION - 2012

	<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
Service Desk Supervisor		1		1
Systems Specialist III			1	1
Systems Specialist I			1	1
ESD III		4		4
ESD II		15		15
ESD II/Tech Support			1	1
ESD I		20.5		20.5
PSS		7		7
ESCT		1		1
		TOTAL		55.5

POSITION FUNCTIONS AND RESPONSIBILITIES

Communications Coordinator

The Communications Coordinator reports directly to the Public Safety 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 Communications 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 Coordinator with work being reviewed in the form of reports, conferences, and effectiveness of EMD and quality assurance programs.

Systems Specialist III

This position is responsible for guiding the agency's technical work that is performed by them and subordinates directly related to the technology employed by the agency. This position while of management level with direct reports also routinely performs call take/dispatch duties. General supervision is provided by the Communications Coordinator with work being reviewed through effectiveness of programs, plan review and efficiencies.

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 the Communications Coordinator when performing routine duties and from the Systems Specialist III for technology related duties with work being reviewed through effectiveness of programs and accuracy of daily work.

Emergency Services Dispatcher II/Technical Support

The employee assigned to this classification splits 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, this employee 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 Services Dispatcher III when performing call receiving/dispatch duties and from the Systems Specialist III 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.

Service Desk Supervisor

This is a supervisory position coordinating the activities of the Service Desk/Channel 50 area. Work involves coordinating, supervising and evaluating the work of subordinate Public Service Officer Personnel on an assigned shift. Work also involves participating in all of the duties of the Service Desk/Channel Two area. An employee in this class exercises considerable independent judgment with work decisions made according to departmental regulations, policies and procedures. Supervision is received from the Communications Supervisor with work being reviewed in the form of reports, conferences and overall performance of the assigned shift.

Emergency Services 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.

Police Services Specialist

This is responsible technical and complex law enforcement support work at the Lincoln Police Department Service Desk. Work involves performing as a front line representative for the Lincoln Police Department; interacting with the public and other agencies seeking assistance; operation of specialized computer, radio and telecommunications systems in order to assist commissioned officers conducting investigations. An employee in this class exercises considerable independent judgment with decisions made in accordance with federal, state and departmental regulations, policies and procedures with the mission of promoting a safe, secure community. General supervision is received from the Service Desk Supervisor with work being reviewed for adherence to regulations and effectiveness of services provided.

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.



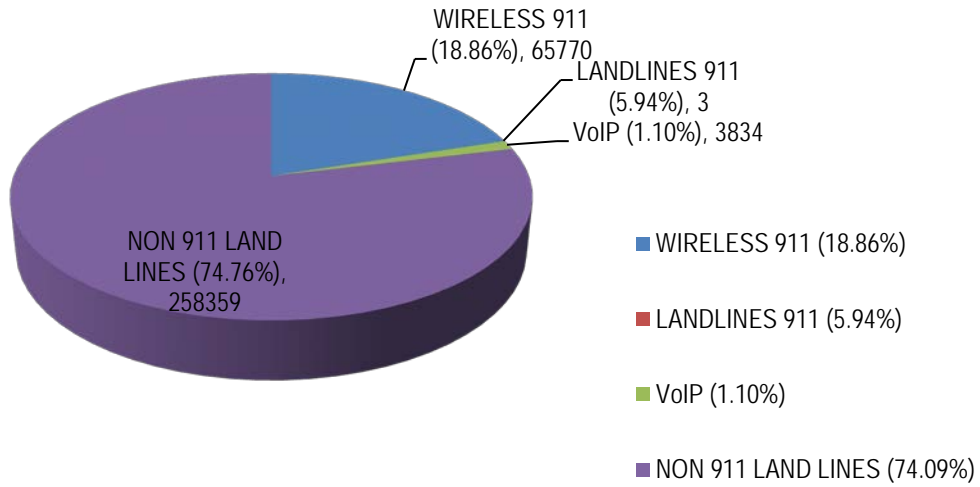
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Emergency Communications

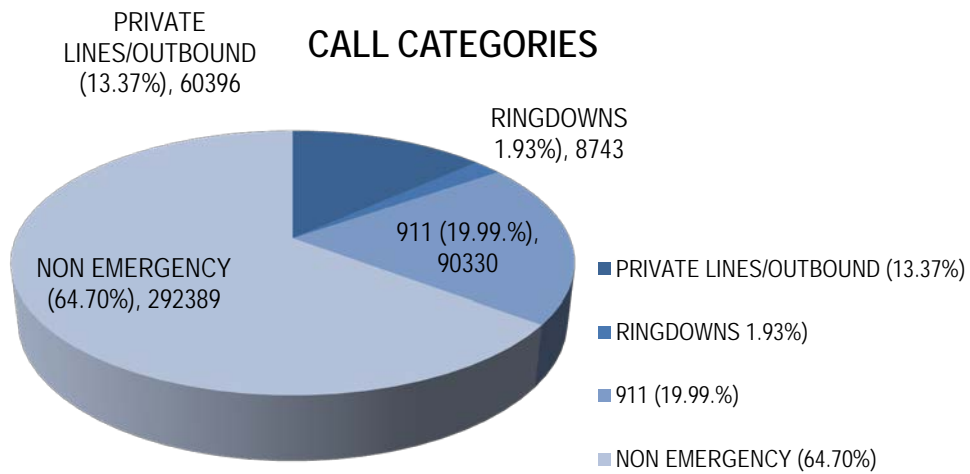


ANNUAL PERFORMANCE ACTIVITIES SUMMARY

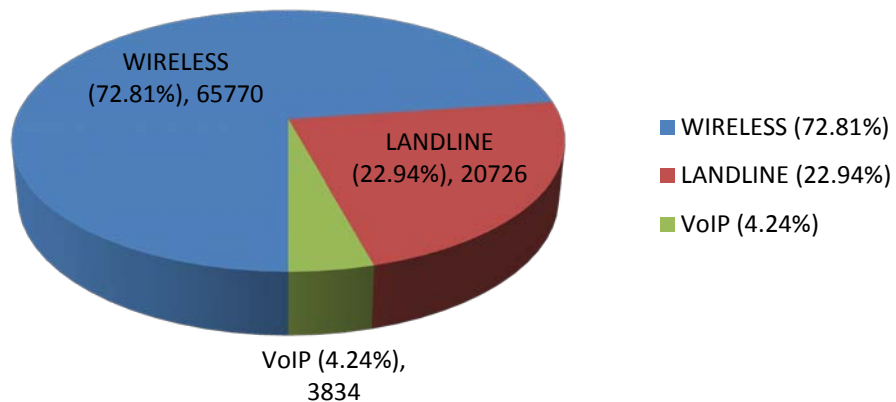
CALL VOLUMES



CALL CATEGORIES



911 CALLS



SYSTEM TECHNOLOGY SUMMARY – 2012

2012 has brought many changes, upgrades and improvements in technology to the Center. To be more responsive to our user agencies and the public we stream-lined our services and merged with the Lincoln Police Department Service Desk in October of 2012. The merger brought many technical challenges that were met and overcome to provide our dispatchers with the best resources and technology available.

Earlier in the year the Center also expanded the use of our Priority Dispatch (ProQA) program. Dispatchers began using the electronic version of ProQA last year to enter and screen medical calls in order to provide the best medical response available during medical emergencies. Dispatchers open the program with each medical call and are guided through a series of questions that ultimately assist in determining the best medical response available for the situation. In 2012 there was an upgrade of ProQA that expanded our options and information when screening medical emergencies. Our dispatchers completed several hours of training and have become very efficient moving between our CAD (Computer Aided Dispatch) system and ProQA over the last year.

The Lincoln-Lancaster County 911 Center processed approximately 380,000 emergency and non-emergency telephone calls during 2012, these telephone calls resulted in over 250,000 calls for service from user agencies and citizen requests and over 350,000 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	26,555	26,255	1,779	1,779	28,334	28,336
February	26,654	53,209	1,725	3,504	28,379	56,713
March	29,756	82,965	1,859	5,363	31,615	88,328
April	28,775	111,740	1,918	7,281	30,693	119,021
May	30,114	141,854	1,424	8,705	31,538	150,559
June	28,446	170,300	2,386	11,091	30,832	181,391
July	29,614	199,914	2,156	13,247	31,770	213,161
August	32,008	231,922	1,950	15,197	33,958	247,119
September	28,865	260,787	2,236	17,433	31,101	278,220
October	27,204	287,991	1,976	19,409	29,180	307,400
November	26,651	314,642	1,835	21,244	28,486	335,886
December	26,323	340,965	1,888	23,132	28,211	364,098
TOTAL	340,965	340,965	23,132	23,132	364,098	364,098

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 2012 there were 1163 requests for recordings representing an increase of 16.5% over 2011 (971). At an average of 15 minutes per audio request to create the resulting file that equates to 290.75 hours or 36.34 - 8 hour shifts to provide these recordings to the public and law enforcement.

PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING

The Lincoln Emergency Communications Center (LECC) is dedicated to providing the best service possible to all customers. The performance measurement program provides 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 LECC has been accredited by CALEA since 2002.

The Lincoln Emergency 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). CASSIDIAN's Vesta 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.

TOTAL CALL COUNTS AND SOURCE BY MONTH

MONTH	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	911 VOIP	911 TOTAL	LANDLINE (6000)	LANDLINE (OTHER)	NON 911 LAND LINES TOTAL	PRIVATE LINES/ OUTBOUND	RINGDOWNS	ABANDONED	RING TIME AVERAGE (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)
JAN	26952	4790	1546	344	6680	16575	3697	20272	4317	1065	968	5	63.00
FEB	26076	4553	1550	306	6409	16112	3555	19667	4593	1069	920	5	64.00
MAR	30099	5483	1672	363	7518	18407	4174	22581	4968	1119	1084	5	78.00
Quarter totals	83127	14826	4768	1013	20607	51094	11426	62520	13878	3253	2972	15	68.33
* APR	29018	5538	1815	408	7761	17704	3553	21257	3461	837	737	5	61.00
** MAY	32416	5959	2172	87	8218	23495	3551	27046	6439	733	775	5	69.00
JUN	34006	5513	1740	145	7398	26412	196	26608	5602	744	346	5	67.00
Quarter totals	95440	17010	5727	640	23377	67611	7300	74911	15502	2314	1858	15	65.67
JUL	36869	6065	1753	390	8208	28661	0	28661	6126	712	339	5	80.00
AUG	40860	5970	1681	378	8029	31170	1661	32831	1915	397	1171	5	79.36
***SEP	33332	6071	1745	368	8184	23789	1359	25148	4903	1001	879	5	75.00
Quarter totals	111061	18106	5179	1136	24421	83620	3020	86640	12944	2110	2389	15	78.12
***OCT	35683	5498	1804	406	7708	26434	1541	27975	5910	470	926	5	93.00
NOV	19796	5310	1857	311	7478	2950	9368	12318	6183	304	984	5	114.00
****DEC	34764	5020	1391	328	6739	26650	1375	28025	5979	292	299	5	93.00
Quarter totals	90243	15828	5052	1045	21925	56034	12284	68318	18072	1066	2209	15	100.00
TOTAL	379871	65770	20726	3834	90330	258359	34030	292389	60396	8743	9428	60	78.03

* Includes counts from Backup Center
1488 Wireless 911 572 Landline 911
April 23 thru 30
134 VoIP 911

** Includes count from Backup Center
1640 Wireless 911 659 Landline 911
May 1 thru 7 & 21 thru 23
138 VoIP 911

*** Includes count from Backup Center
1049 Wireless 911 411 Landline 911
Sept 24 thru Sept 29 & Oct 1
78 VoIP 911

**** Includes count from Backup Center
527 Wireless 911 233 Landline 911
Oct 22 thru Oct 25
49 VoIP 911

*****December 29 thru Jan 2--low count due to system calendar error

ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average call abandonment rate is gathered utilizing CASSIDIAN's Vesta 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	LINE TYPE	Count	ABANDONMENT %
JAN			
	LANDLINE	380	
	WIRELESS	551	
	VOIP	37	3.59
FEB			
	LANDLINE	420	
	WIRELESS	500	
	VOIP	26	3.53
MAR			
	LANDLINE	418	
	WIRELESS	629	
	VOIP	37	3.6
1ST QUARTER		2998	3.57
APR			
	LANDLINE	280	
	WIRELESS	429	
	VOIP	28	2.54
MAY			
	LANDLINE	141	
	WIRELESS	425	
	VOIP	10	2.39
JUN			
	LANDLINE	98	
	WIRELESS	232	
	VOIP	16	1.02
2ND QUARTER		1313	1.98
JUL			
	LANDLINE	134	
	WIRELESS	190	
	VOIP	15	0.92
AUG			
	LANDLINE	452	
	WIRELESS	663	
	VOIP	56	2.87
SEP			
	LANDLINE	171	
	WIRELESS	694	
	VOIP	14	2.64
3RD QUARTER		2389	2.14
OCT			
	LANDLINE	185	
	WIRELESS	723	
	VOIP	18	2.6
NOV			
	LANDLINE	381	
	WIRELESS	562	
	VOIP	41	4.97
DEC			
	LANDLINE	128	
	WIRELESS	158	
	VOIP	13	0.86
4TH QUARTER		2196	2.81
2012 AVERAGE			2.63

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 CASSIDIAN's Vesta 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	LINE TYPE	RING TIME AVERAGE (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)	QUARTERLY AVERAGE CALL DURATION
JAN		5		
	LANDLINE		70	
	WIRELESS		91	
	VOIP		118	93.00
FEB		5		
	LANDLINE		68	
	WIRELESS		102	
	VOIP		143	104.33
MAR				
	LANDLINE	5	76	
	WIRELESS		103	
	VOIP		137	105.33
1ST QUARTER		5		100.89
APR		5		
	LANDLINE		70	
	WIRELESS		100	
	VOIP		121	97.00
MAY		5		
	LANDLINE		77	
	WIRELESS		112	
	VOIP		85	91.33
JUN		5		
	LANDLINE		98	
	WIRELESS		63	
	VOIP		36	65.80
2ND QUARTER		6.00		84.71
JUL		5		
	LANDLINE		94	
	WIRELESS		182	
	VOIP		22	99.33
AUG		5		
	LANDLINE		50	
	WIRELESS		110	
	VOIP		130	96.67
SEP		5		
	LANDLINE		82	
	WIRELESS		114	
	VOIP		132	109.33
3RD QUARTER		5.00		101.78
OCT		5		
	LANDLINE		97	
	WIRELESS		112	
	VOIP		53	87.33
NOV		5		
	LANDLINE		102	
	WIRELESS		113	
	VOIP		127	114.00
DEC		5		
	LANDLINE		111	
	WIRELESS		93	
	VOIP		55	86.33
4TH QUARTER		3.33		95.89
2012 Total				95.82

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	88.19%	
FEB	89.45%	
MAR	88.01%	88.55%
APR	84.93%	
MAY	84.93%	
JUN	87.18%	86.90%
JUL	88.58%	
AUG	88.82%	
SEP	89.89%	88.93%
OCT	90.67%	
NOV	92.02%	
DEC	92.14%	91.61%
ANNUAL AVERAGE		88.99%

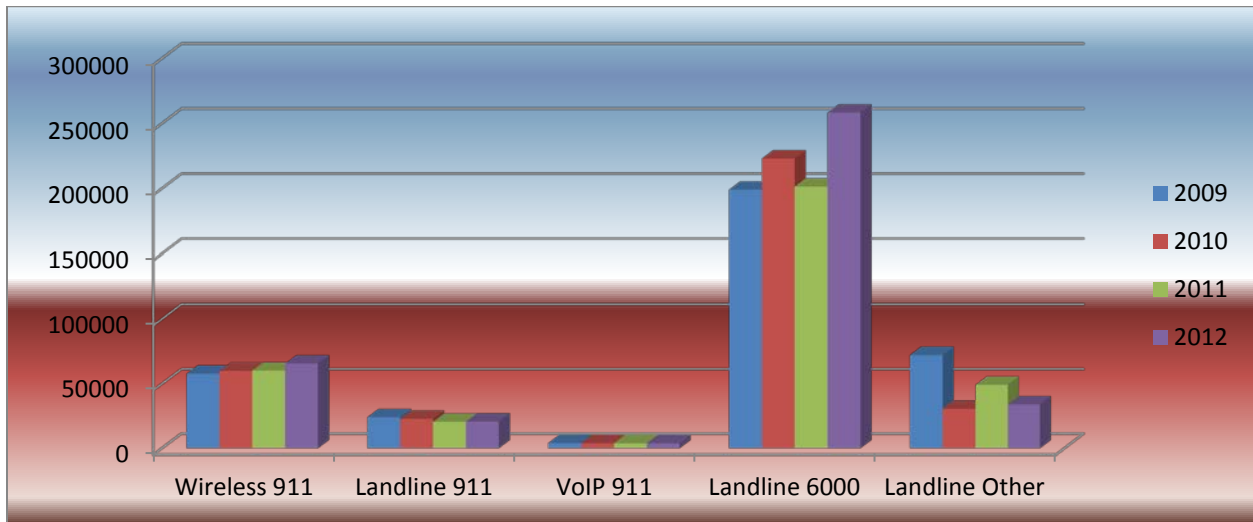
AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

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.

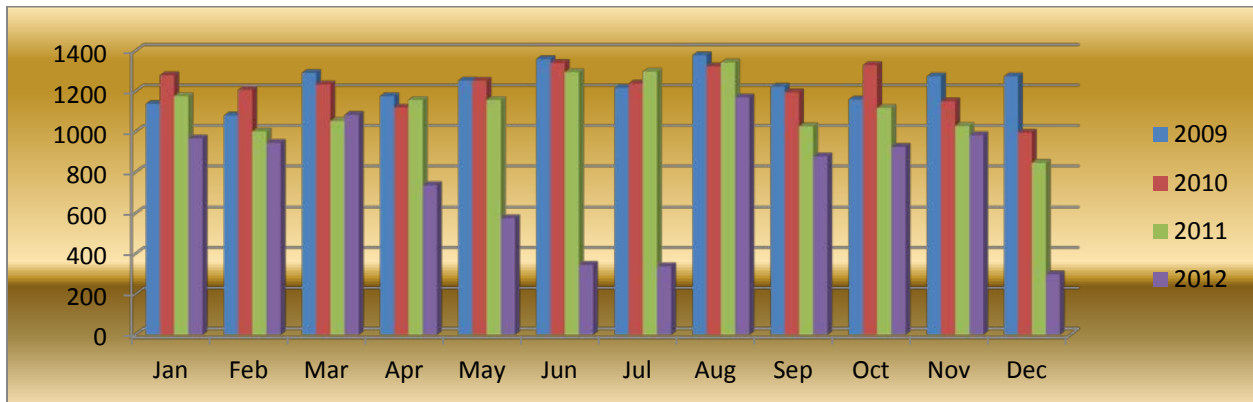
MONTH	DISPATCH TIME IN SECONDS	QUARTERLY AVERAGE
JAN	21.05	
FEB	31.42	
MAR	26.00	25.16
APR	26.48	
MAY	30.35	
JUN	25.22	27.35
JUL	30.45	
AUG	30.82	
SEP	25.96	29.08
OCT	24.39	
NOV	30.32	
DEC	34.92	29.87
ANNUAL AVERAGE		27.86

PERFORMANCE MEASUREMENT COMPARISONS

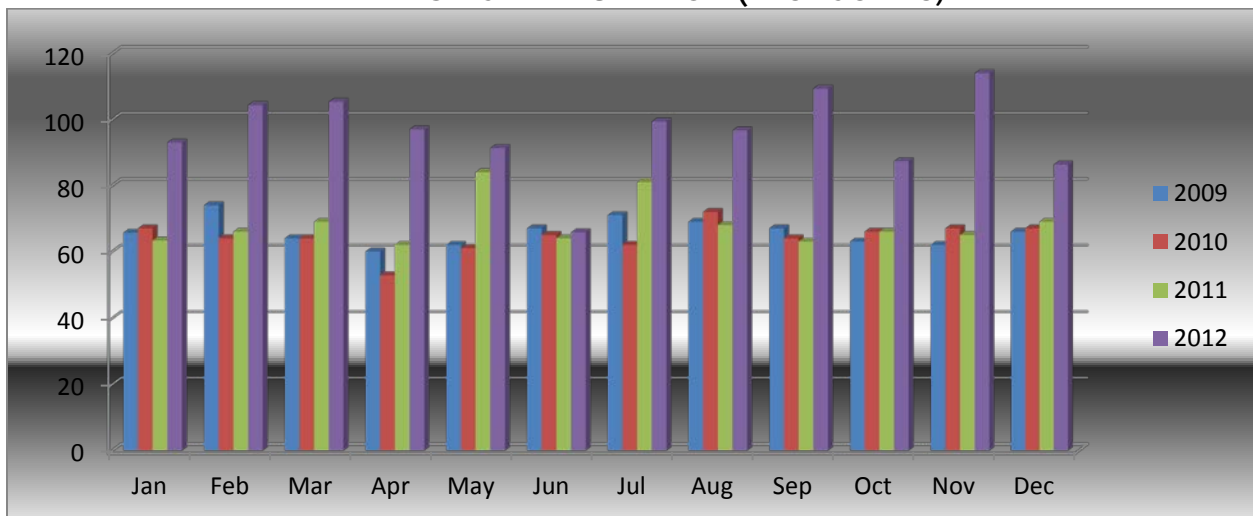
CALLS BY CATEGORY



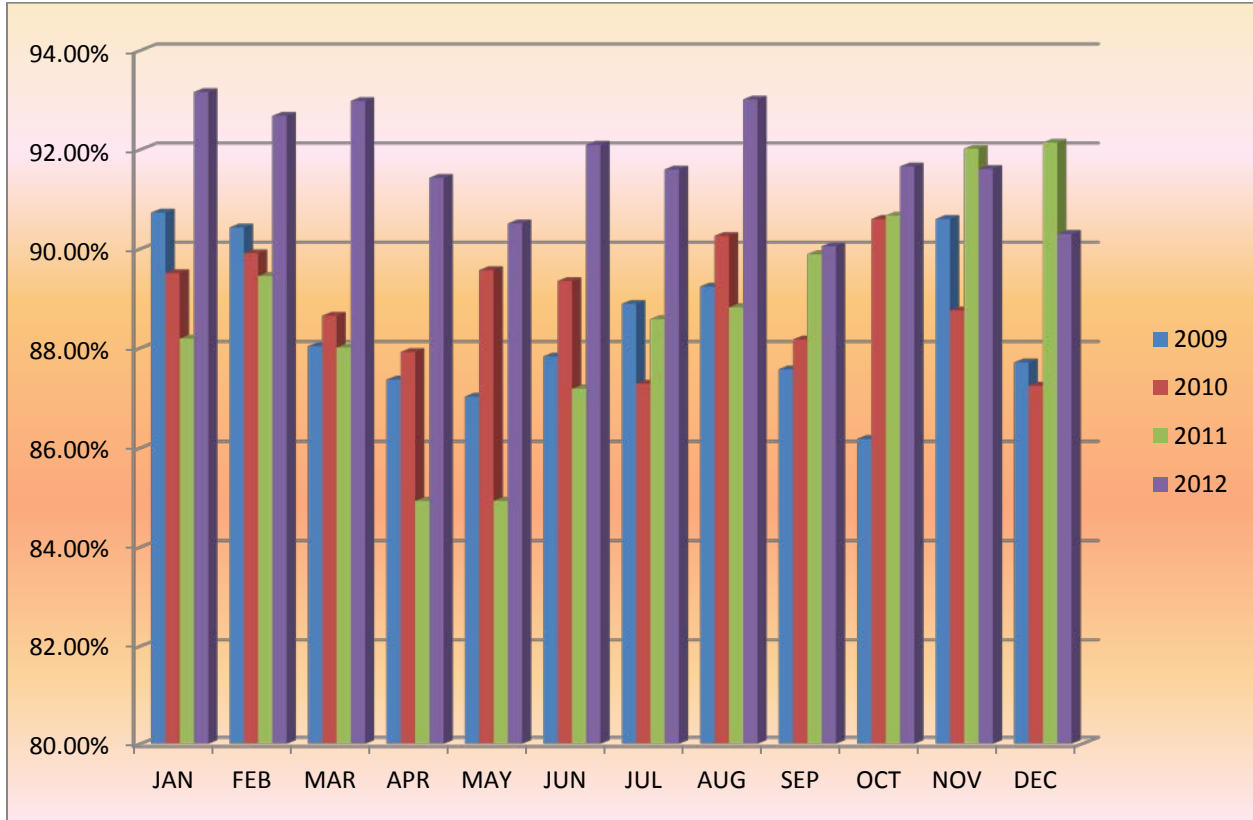
ABANDONED CALL RATE BY MONTH



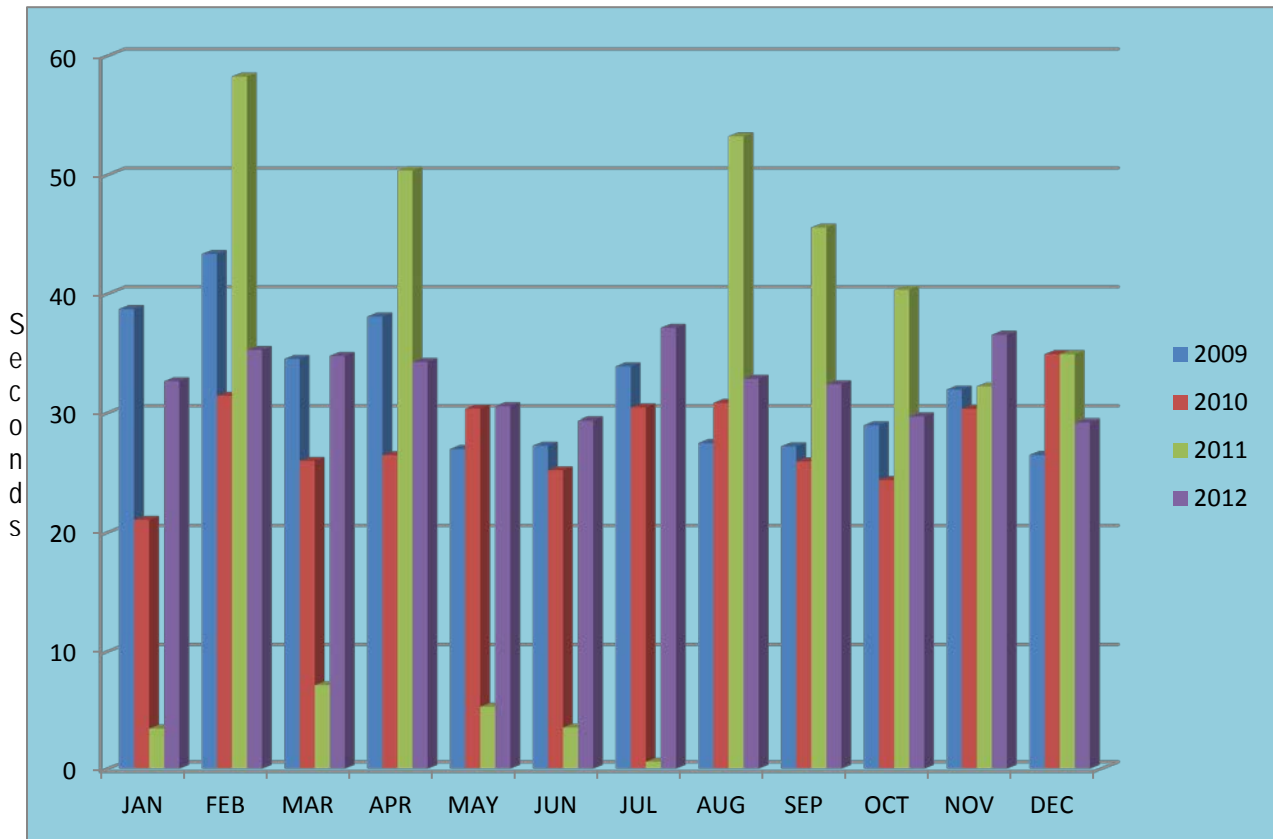
AVERAGE CALL DURATION (IN SECONDS)



EMERGENCY MEDICAL DISPATCHER (EMD) AVERAGE COMPLIANCE RATING



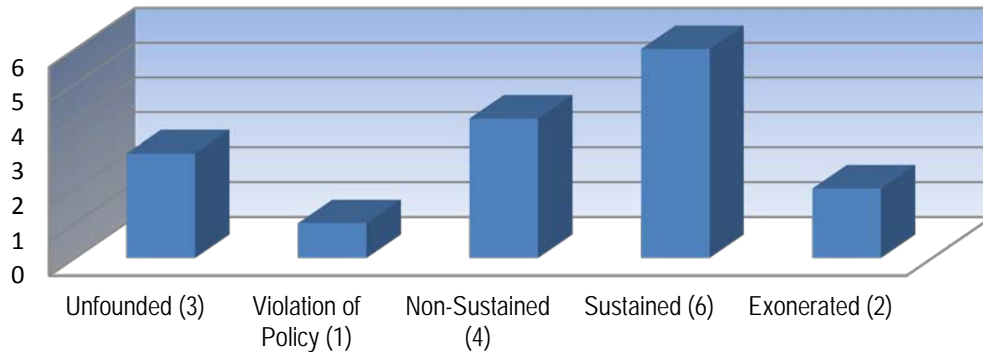
AVERAGE ECHO MEDICAL CALL DISPATCHING TIME



COMPLAINTS

The Emergency Communications Center received 16 citizen complaints during 2012. 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 Emergency Communications Center prides itself on providing high quality customer service to those it serves and your feedback is very important to us.

Citizen Complaints 2012



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

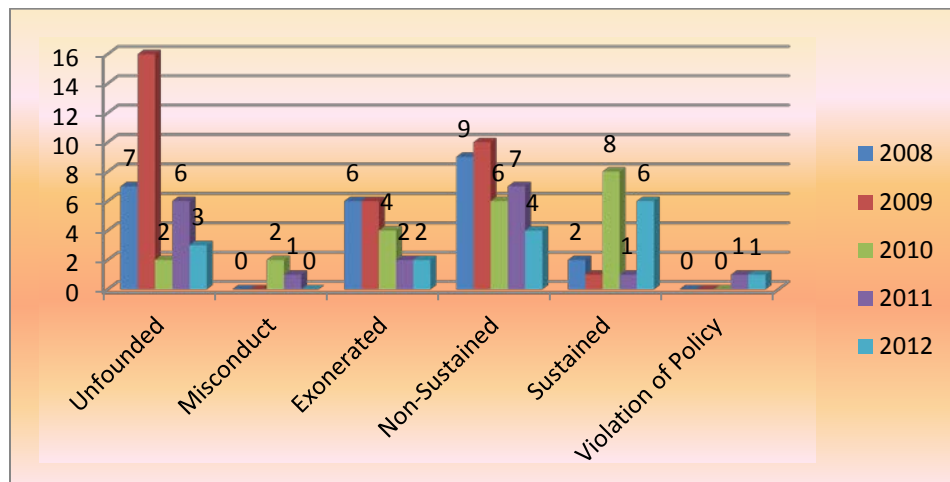
Violation of Policy- Minor violations, generally unintentional, due to lack of experience or training.

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.

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

Comparison by Year



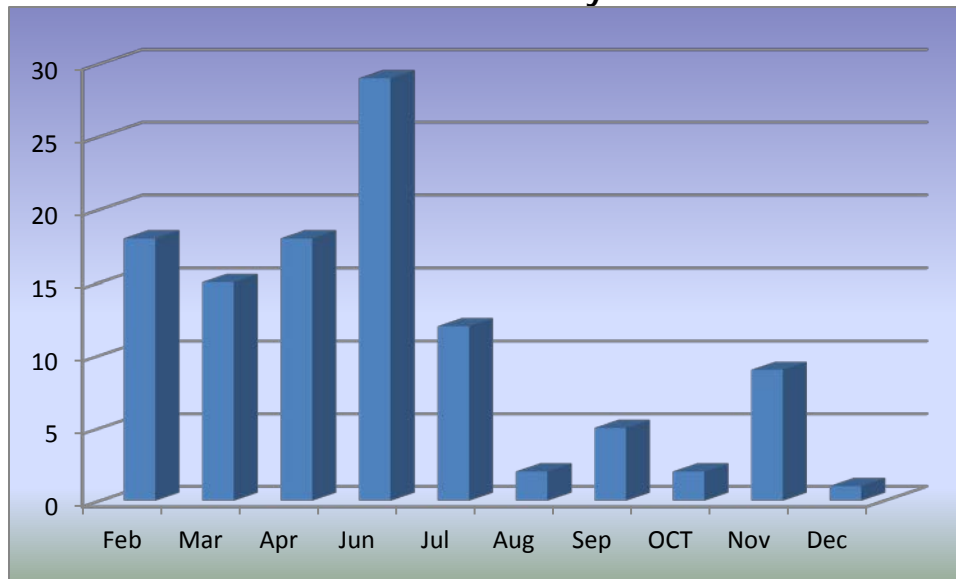
COMMENDATIONS

There were 111 commendations received by Lincoln Emergency Communications Center personnel during 2012 with some employees receiving numerous commendations as indicated. These commendations can be generated internally, by user agencies or from citizens, in recognition of superior performance.

Personnel receiving commendations were:

Amy Meier	4	Justin Cerra	2	Rebecca Higby	3
Cary Steele	1	Kari Byers	2	Brenda Roby	4
Jaime Johnson	1	Kelly Davila	2	Bryan Kelly	4
Josh Hruby	1	Lori Yaussi	2	Dave Rood	4
Lindsay Scheer	1	Megan Ellis	2	Jodi Standley	4
Lisa Pachunka	1	Troy Cordle	2	Kevin Campbell	4
Nick Monnier	1	Becky Lyons	3	Linda Flaherty	4
Paige Eastman	1	Jamie Russell	3	Linda Thurber	4
Sharon Codr	1	Jeremiah McDowell	3	Lisa Brown	4
Steve Phillips	1	John Re	3	Matt Buser	4
Ty Eichele	1	Karen Cates	3	Tara Garza	4
April Tucker	2	Mark Murphy	3	Jessica Johnson	6
Chad Schmidt	2	Micki Rotert	3	Leslie Novak	6
Jennie McLaughlin	2				

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 public survey is located on the agency website (<http://lincoln.ne.gov/city/finance/commc/survey.htm>) designed to assist in gaining information on the level of satisfaction and how services may be improved. In addition, citizens may contact the LECC with feedback or questions at any time, by telephone at 402-441-6000 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 - 2012

FOOTPRINTER'S DISPATCHER OF THE YEAR

Kelly Davila

Kelly Davila, an Emergency Services Dispatcher II with the LECC, was recognized on April 20th, 2012, with the eighth 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.

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



(l to r) Tom Casady, Public Safety Director, Kelly Davila, Dispatcher of the Year, Julie Righter, Communications Coordinator.

TRAINER OF THE YEAR

Rebecca Lyons

The 2011 Trainer of the Year was awarded in 2012 to Becky Lyons. Becky has worked hard to ensure our trainees are provided with accurate information giving them every opportunity to learn valuable skills. Becky's proactive approach to training and quality instruction shows her dedication to helping new staff succeed. Becky's active engagement in the training program is truly appreciated.



2010 Trainer of the Year Rebecca Lyons with Tom Casady, Public Safety Director (far left), Julie Righter, Communications Coordinator (left), and Kevin Campbell, Training Coordinator (r)

EMERGENCY MEDICAL DISPATCHER OF THE YEAR

Joshua Hruby

Joshua Hruby was selected as the 2011 Emergency Medical Dispatcher of the Year and was presented with his award in 2012. Joshua had consistent high scores in performing Emergency Medical Dispatch (EMD) on incoming medical calls and has the highest overall annual average score of all employees of the Center. We congratulate Joshua for his dedication and professionalism.



2011 Emergency Medical Dispatcher of the Year, Josh Hruby (center) with Tom Casady, Public Safety Director (far left), Julie Righter, Communications Coordinator (left), and Lindsay Scheer, Quality Assurance Coordinator, (r)

COMMUNITY ACTIVITIES

CELEBRATION OF THE 150TH ANNIVERSARY OF THE NATIONAL HOMESTEAD ACT



Troy Cordle (l), Megan Ellis, and Kevin Campbell(r) work from inside the mobile operations center



Megan Ellis(l) and Sharon Codr(r) outside of the mobile operations center

The 150th Anniversary of the Homestead Act Celebration was held at the Homestead National Monument near Beatrice on Sunday, May 20th, 2012. The Governor and other VIP's were in attendance. The LECC provided communications support for the event from the Gage County Emergency Management mobile command post.

ACCREDITATION

During 2012 the Accreditation Team was made up of Center employees Linda Thurber, Linda Flaherty and Brenda Roby. The team focused on a self-assessment of the files. Communication standards are broken down into seven basic areas: organization, direction and authority, human resources, recruitment and selection, training, operations, and critical incidents.

Due to the merger with the Lincoln Police Department service desk, the team will be responsible for additional standards.

The LECC accreditation team made the decision to continue with paper files for the onsite review that will occur in the spring of 2014 rather than make the conversion to PowerDMS during the middle of an assessment period.

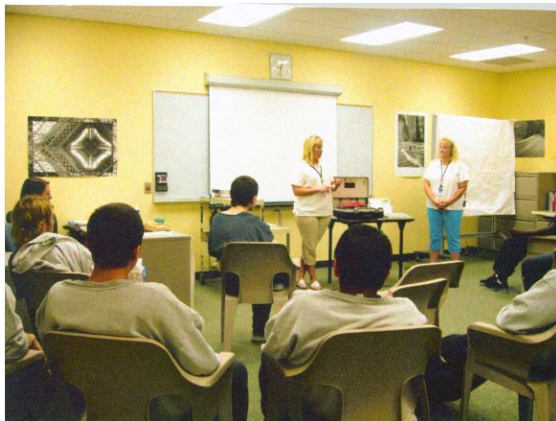


PUBLIC EDUCATION

The Lincoln Emergency Communications Center hosted numerous tours including scout troops, user agencies and community organizations. For the past several years, the Center has partnered with the Bryan/LGH nursing program, where students have the opportunity of sitting along with our dispatchers as part of their education before graduating. The Public Education committee has also joined with Saint Elizabeth Hospital's Babysitting Class to provide emergency information to teens and pre-teens. Our committee members travelled to local schools and provided presentations comprised of valuable information on how to use the 911 system. This year, we contacted over 3100 citizens!

Members of the Public Education Committee attended ten community safety fairs, including Little Heroes Day, Juneteenth Celebration and the annual LFR Zoo Run. We attended four Lancaster County Rural Volunteer Fire Department Open Houses, as well as attending the Opening of the Union Plaza. Hundreds of people used the Center's 911 Call Simulator to make "practice" 911 calls. Committee members provided education in the areas of identifying an emergency, how to dial 911 and what to expect once 911 has been dialed.

The Center continues efforts to expand our community outreach to include citizens who use English as their second language. We also continued to network with the Lincoln Literacy program. Information on how to use 911 was provided as well as an opportunity to use the 911 Call Simulator. Again this year, no problems or concerns were voiced to our members. Many citizens thanked us for doing an excellent job.



Jennie McLaughlin (l) and Becky Lyons (r) teaching a "What we do at 911" class



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.

Thank you to the 2012 members of the 911 Center's Public Education Committee; Jessica Johnson, John Re, Cary Steele, Brenda Roby, Mark Murphy, Jennie McLaughlin, Leslie Novak, Amy Meier, Steve Phillips, Megan Ellis, Jamie Russell and Becky Lyons, Public Education Coordinator.

TELECOMMUNICATIONS

Again 2012 showed a steady increase in the use of wireless cellular calls verses landline phone calls and a slight increase in the use of Voice over Internet Protocol (VoIP) phones.

Another significant change in 2012 was a major upgrade to our CASSIDIAN VESTA PALACE telephone system. This next generation capable system allowed us to expand our call taking and reporting capabilities and merge in the Police Services Staff into the 911 Center. In addition a new mapping program from CASSIDIAN called ORION was installed which utilizes the most advanced NextGen 9-1-1 mapping application available. All of these changes will allow the Lincoln 911 Center to be in position to expand with NextGen 9-1-1 technology as it becomes available.

On average the LECC receives 1,100 calls per day. The heaviest volume of calls is received on the non-emergency number 441-6000. The 911 and 441-6000 lines are dedicated telephone trunks that provide 911 dispatchers with the ability to see phone numbers, names and addresses on land line and VoIP calls, and phone numbers, names and longitude/latitude coordinates on wireless calls, to assist them in pinpointing a caller's location. This is called Automatic Number Identification / Automatic Location Identification or ANI/ALI.

Specially designated telephone trunks are installed for cellular phone calls received at the LECC as well. Most cellular phone devices currently on the market are GPS capable and have the ability to be tracked within a few meters of their exact location. Modern cellphones and smartphones provide 911 dispatchers with telephone number as well as location (latitude and longitude) on the dispatchers screen when a cellular 911 call is received. Dispatchers have the ability to retransmit a location request to the cell phone if necessary and as long as the call remains connected, the location will update and re-plot the location within a few meters. .

The LECC uses dedicated trunk lines for VoIP calls originating with such companies as Time Warner, Vonage and Magic Jack. When placing a call to 911 using this personal computer based 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. Users of these types of devices should be aware that some VoIP systems require them to "register" their device with their vendor's database of 911 location information. While these devices may be transported from location to location or even city to city, such as with a laptop computer, the VoIP system will not automatically track the user to their new location and would need to be re-registered with their vendor each time the device is moved.

We continue to explore new technologies and Next Generation 911 (NG911) services such as Long Term Evolution (LTE), 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 encompassing all manner of technology including voice, video, and SMS text messaging among others. While the existing E911 system has been a success story for more than 30 years, technological advances have stretched it to its limit.

TRAINING

The Lincoln Emergency Communications Center's training staff supports the development of knowledgeable, skilled employees 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 diligently 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 May of 2012. During this period, 220 applications were submitted for testing held on June 19th. Of those applicants, 94 completed the testing and 21 were interviewed. Four were offered positions and all four accepted. These new employees began their training on May 29th. In December of 2012, interviews were again conducted using the eligibility list from the May application period. 24 candidates were offered interviews, out of which 2 were hired. Those 2 began their training on January 7th, 2013.

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 LECC 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 six to eight 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. By the end of 2012, there were 50 full time and 1 part time employees with the LECC, including management staff. The average number of training hours per employee for 2012 was 17.42.

Using a variety of local and national resources, some of the training topics offered during 2012 included:

- Disaster Communications Planning and Training. Included a full-scale table-top exercise designed to prepare for a severe weather emergency. Exercise involved representatives from various agencies, including the Lincoln Police Department, Lancaster County Sheriff's Office, Lincoln Fire and Rescue, and several Lincoln utility agencies.
- Behavioral Threat Assessment Training (BETA). Sponsored by Region V systems and the Lincoln Police Department, this 40-hour training included discussions on problem-solving for those who have contact with individuals with mental illness.
- Understanding Emergency Management Assistance Compact (EMAC). This training provided staff with the nuts and bolts of a state-to-state mutual aid system in the event of a catastrophic emergency, such as a major hurricane or other such disaster.
- TTY (Telephone Typewriter – communication device for the deaf) Refresher Training
- Review of our Facility Emergency Plan

Certified Trainers

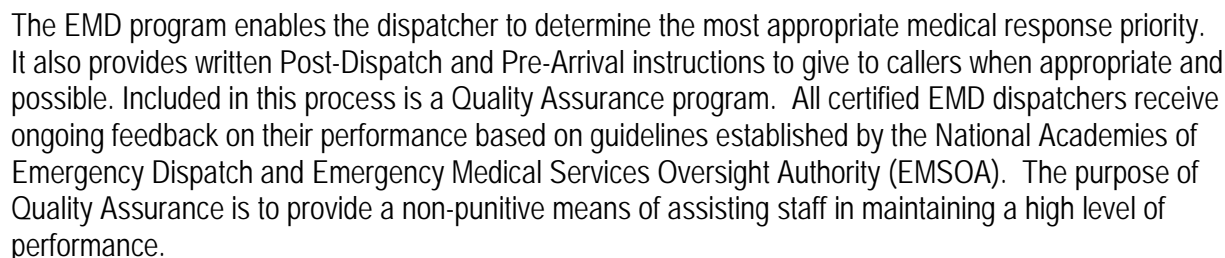
In 2012 all ESDII's & ESDIII's completed the APCO Communications Training Officer (CTO) certification which allows them to be assigned as a trainer to newly hired ESDI's. Trainers are responsible for following the training program guidelines by means of a checklist and trainer guide to ensure the trainee receives all required training and it is documented. Evaluations are completed using the agency's '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.

Introduction

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 Emergency Communications Center utilizes the Priority Dispatch System's Emergency Medical Dispatch (EMD) Program in handling requests for emergency medical assistance. All dispatchers are required to certify and maintain EMD certification. The EMD program consists of either a set of protocol cards or a computer program called ProQA that directs the dispatcher to ask the caller a series of questions based on the nature of the medical emergency. The card set is used as a backup method to the computer program.



Overview

The EMD card set and ProQA Program 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. In order to maintain EMD certification, all staff are required to recertify every two years including the successful completion of a written examination, twenty-four (24) hours of training and CPR certification.

Results

In 2012, Quality Assurance reviews were completed on approximately 8.1% of the total call volume, which are randomly chosen requests for emergency medical assistance. This is an average of 35 reviews per dispatcher.

There were no staff members on Action Plans in 2012. The goal compliance average is 90% for each individual dispatcher and for the agency as a whole. Our agency as a whole has been over the compliance goal of 90% since implementation of ProQA in mid-October 2011.

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 dispatchers with supportive tools to meet this goal through continued training and feedback.

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 evaluates call taking procedures and radio dispatch communications for law enforcement and fire department services, including customer service. Call take for emergency medical services are also reviewed, but they are reviewed in a separate Emergency Medical Dispatch QA process.

Action

During 2012, the Quality Assurance Coordinator and the Shift Supervisors did monthly reviews on all staff. The compliance goal is based on a pass/fail rating scale. In addition to ongoing feedback, our staff receives individualized education and group training throughout the year based on the overall findings of these reviews. The program was considered successful, however, the QA Coordinator in conjunction with the Shift Supervisors have reviewed the forms used and made adjustments for the upcoming year to reduce redundancy and to focus on training deficiencies.

Results

In 2012, a random Quality Assurance review was completed for each dispatcher. Providing there were no extenuating circumstances, all employees received one call take review on a monthly basis and one dispatch review bimonthly. Each review is completed using standardized rating guidelines based on our standard operating procedures. If a review was failed, the matter was discussed with the employee and filed. If the matter continued, an Action Plan with remedial training was assigned.

The results of these reviews indicate the dispatchers are achieving a desired level of work performance and overall satisfactory customer service.



LINCOLN INCIDENT DISPATCH TEAM

The Lincoln Emergency Communications Center has an established nine member Incident Dispatch Team (IDT) for rapid deployment to local major incidents and to provide on-scene communications support for pre-planned events and special details.

During 2012, the team recorded the following activity: 1-Hazardous Materials Call Out, 1-2nd Alarm Fire, 1-3rd Alarm Fire, 2-LPD Special Warrant Details, 1-Pre-Planned Special Event, 1-Full Scale training exercise and 8 hours of continuing education training.

The IDT provides communications support on-scene 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.



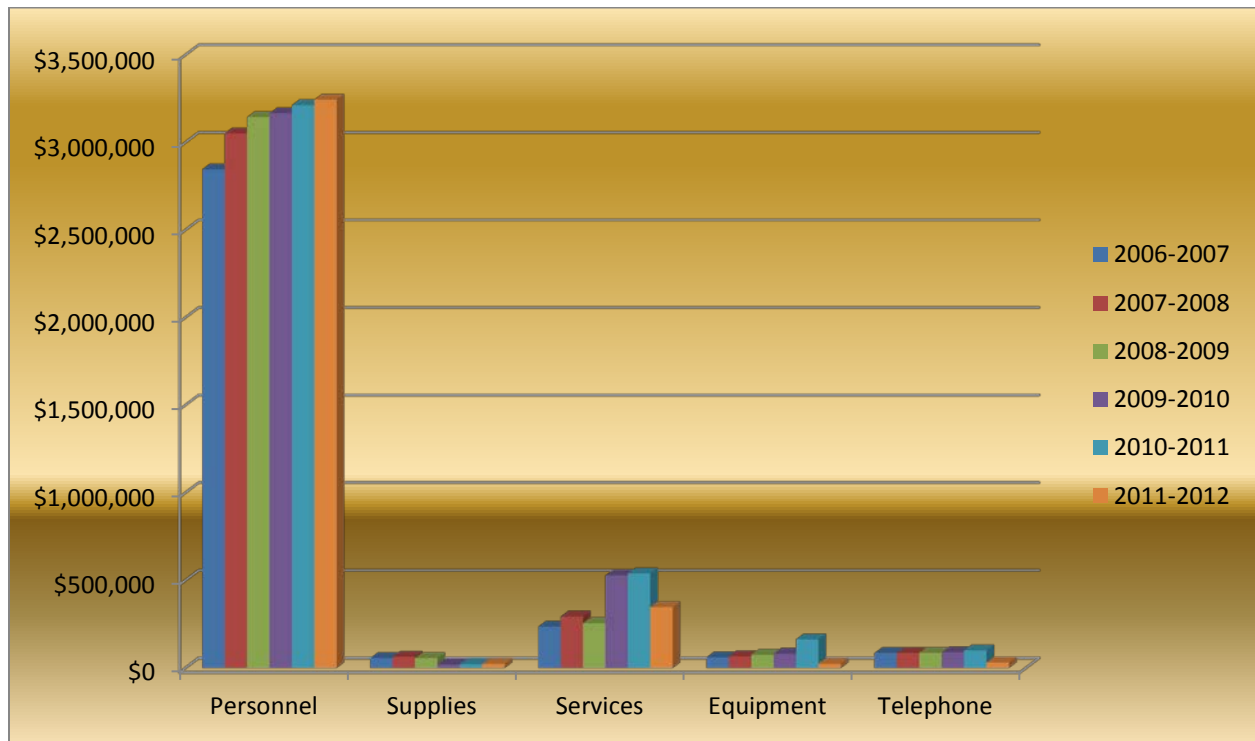
Cary Steele handles on-scene communications during a 2nd Alarm fire from the IDT Response van.



Megan Ellis handles on-scene communications for a special event from mobile command post.

It is essential that members maintain training and awareness to ensure operational readiness for rapid deployment.

EMERGENCY COMMUNICATIONS CENTER BUDGET



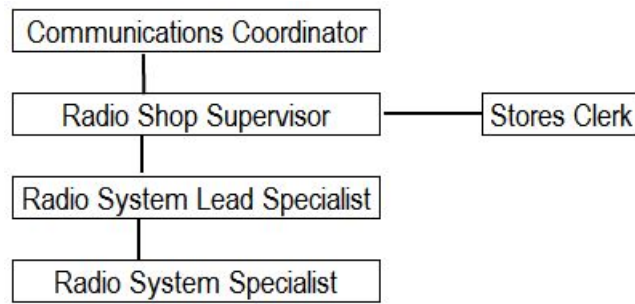
TOTAL DEPARTMENT BUDGET

2006-2007	\$3,062,170
2007-2008	\$3,478,520
2008-2009	\$3,510,520
2009-2010	\$4,029,762
2010-2011	\$4,217,493
2011-2012	\$3,640,364

Radio Shop



RADIO SHOP ORGANIZATIONAL CHART



PERSONNEL ALLOCATION - 2012

Radio Shop Supervisor	1
Lead Radio Specialist	1
Radio Specialist	3
Stores Clerk II	1
TOTAL	6

POSITION FUNCTIONS AND RESPONSIBILITIES

Communications Coordinator

The Communications Coordinator reports directly to the Public Safety 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.

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

This classification is a clerical position responsible for maintaining a storeroom and/or supply yard including the use of bookkeeping principles 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.

ANNUAL ACTIVITY SUMMARY

Things were moving this year at Lincoln's Radio Maintenance Shop. Not only did we move to our new location at the Municipal Service Center, we moved from one City Department to another. The Radio Shop has always been a part of the Lincoln Emergency Communications Center (911) which was previously organized under the Finance Department. As a part of Public Safety, 911 and the Radio Shop have now been moved under the Lincoln Police Department. A big part of our work has always been supporting local public safety agencies and now we are part of the City's Public Safety umbrella.



There continues to be a lot of work involved in getting settled into our new area at the MSC. However 2012 remained busy with many projects unrelated to the move. Some projects resulted from 911's move under the Lincoln Police Department and several others were due primarily to growth in the community.

Our new shop area:

We moved into our new area in July 2012 while leaving our old facility operational. We began scheduling vehicle installs in an unused area of the MSC even prior to being completely ready to move in. By July, we had completely vacated our old facility on N 27th. Over winter, construction required us to leave our temporary garage area and await the completion of our permanent service bay later in 2013. Now with new furniture in our rooms the only way you'd know we're not done is by our entrance door into the building seems to change daily. We also continued to depend on other customer-owned facilities to perform our vehicle-based installs and repairs.

Southern Lancaster Transmitter Site:

By late spring of 2012 construction was complete on the new 360 foot tower near the village of Hallam, NE. We started testing and adding equipment to this facility later in 2012. Equipment required to monitor tower lighting came first followed by transmitter equipment as the FCC licensing was modified. This site does not currently support communications with the City of Lincoln but could in future. Today several communities in Southern Lancaster and Northern Gage counties benefit from enhanced communications for Rural Fire Districts. A microwave site link is also being constructed to connect this site into the current Radio Shop tower network.



Lancaster County Corrections:

Inmate capacity wasn't the only challenges faced by Lancaster County Corrections, LCC, during 2012. The larger West 'O' facility is set to house inmates soon. Federal radio frequency narrow-banding mandates did

not allow for LCC to continue using their current radio equipment at the new building. Investments were needed both to modernize LCC's radios and provide radio coverage to those radios in an expansive reinforced complex. Moreover, some corrections functions are slated to continue to take place in the existing facility at 605 S 10th.

A public/private solution was designed that includes a fiber distributed antenna systems (DAS) throughout the complex and radios that are compatible with current and future spectral requirements. Costs precluded most of the radios from operating on the Lincoln's wide-area 800 MHz system. The equipment purchased can however be upgraded in the future to join our current system or a future 800 MHz Project 25 system if that becomes necessary. Equipment in the Jail's control room can also be used to connect Jail Staff with outside Public Safety resources that they may need to assist them occasionally.



The Radio Shop continues to improve jail-based radio systems even before inmates begin to arrive. We are currently exploring a way to provide First-Responders with coverage in the building during such events as medical emergencies, another challenge that limited budgets did not accommodate.

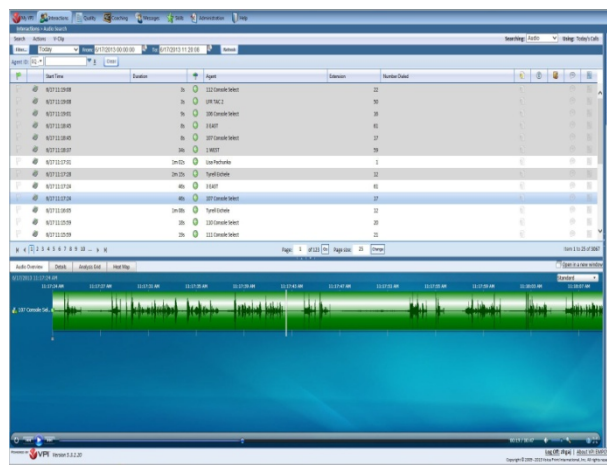
Police Department Transition:

Along with 911 joining the Police Department, the Police Service Desk was moved into the Lincoln 911 Center in late October 2012. Although it was near the end of the year, the Radio Shop has worked throughout much of 2012 with this transition. The Radio Shop monitored and worked with construction contractors at the same time installing the infrastructure to support the new workstations required for Service Desk Operations. Even though much was known about how the Service Desk was currently operated upstairs, less was known about how this function would be added to the 911 Call Center's environment. On the surface, both 911 and the Service Desk communicate on radios and talk on phones, but as we have all learned, that is where the similarities fade.

The distinctions do gradually fade as Service Desk employees begin learning the duties of 911 Dispatchers and vice versa. The cross-training is beneficial but imparts a greater burden on information systems. CAD screens, the mainstay of Emergency Services Dispatchers, were of less importance to Service Desk employees who interact primarily with local and federal record systems. Call durations and volumes have also changed making ergonomics ever more crucial all while adding more screens, keyboards and other devices for today's Dispatchers. It became clear as the job lines blurred that everyone needed access to all systems and the Radio Shop continues to add machines and screens with an end goal of all positions being like. The needs to provide secure systems, and at the same time, systems open to web services presents ongoing challenges as well.

Voice Logging Recorder:

Most of the audio in and out of the 911 center is recorded and archived for later use. Looking back over past calls is crucial for medical quality, use in courts, as well as providing Dispatch staff feedback on performance. Over the years, Dispatch Supervisors "cut tape" for matters of outside interest. Today, Managers at Lincoln Fire use a web



browser to view calls and Dispatch Supervisors simply export .wav files attached to emails for many of the numerous requests that occur weekly.

Voiceprint, our current logging solution, was upgraded in 2012. With the upgrade, authorized clients simply use a web-browser to examine the content they have been given rights to listen to. The capacity for logging was upgraded from a 64 channel system to 96 channels, allowing much greater flexibility in which radio and telephone traffic is recorded. LPD moving the Service Desk into the Emergency Communications Center also streamlined several recording issues and the switch to VOIP phones eliminated a number of lines we were required to record. With a fresh new logging recorder, 911 will have adequate room for growth and reliability for the next 5 years.

Conferences/Training:

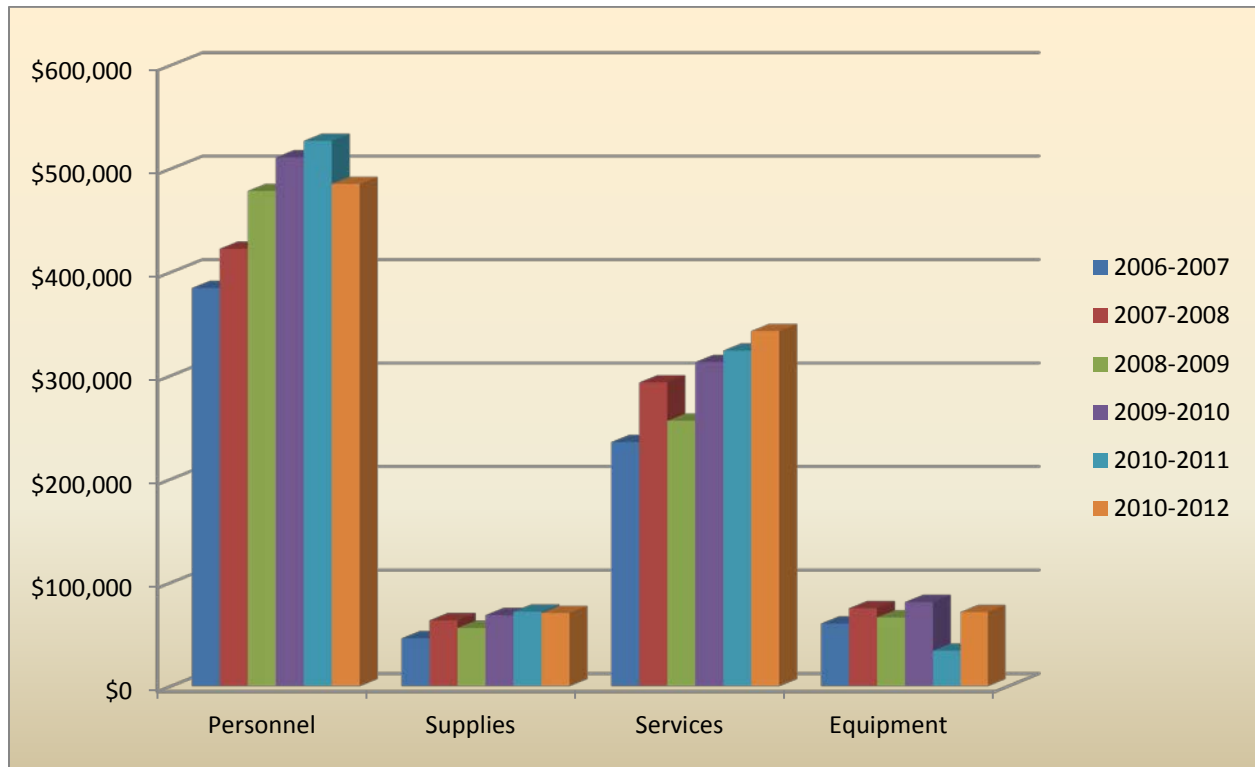
In the spring of 2012 Ray Ryan was able to attend the Harris Public Safety users group in Miami, FL. Lincoln's primary radio system is built by Harris and this conference is a forum for Lincoln and other Harris customers to collaborate on issues and opportunities related to our system.

Later in the summer Greg Jacobsen and Clint Kaspar traveled to Minneapolis to the APCO International conference. APCO is a very large conference with wide-spread content on every aspect of Public Safety Communications. Continued Education in issues facing PSAPs, FCC regulation and emerging technology greatly benefits those in attendance at APCO.

Routine Maintenance:

Along with all the ongoing projects we continue to repair, and if possible, predict failures that occur in an ever-evolving communications portfolio. The Harris EDACS system, the primary public safety radio system has been operating night and day for 16 years. The systems maintained are highly available and redundant but failures still do occur. Fortunately, those who depend on these systems rarely even know about failures as they are being repaired by us. As the system ages, we continue to learn how to quickly diagnose and often remotely sense equipment that requires attention. In the near future the current system will need to be upgraded, but until then, we strive to make sure the City's current system operates as well as it did 16 years ago.

RADIO SHOP BUDGET



TOTAL DEPARTMENT BUDGET

2006-2007	\$727,147
2007-2008	\$854,874
2008-2009	\$857,490
2009-2010	\$973,773
2010-2011	\$957,347
2011-2012	\$970,566



A Nationally Accredited Communication Center