

A decorative graphic on the right side of the page. It features three purple circles of varying sizes. A large, dark purple circle is at the top. A smaller, medium-dark purple circle is below it. A very large, light purple circle is at the bottom right. Two thin, light purple lines intersect: one runs diagonally from the top left towards the bottom right, passing behind the top and middle circles; the other runs diagonally from the top right towards the bottom left, passing behind the bottom circle.

2013

**LINCOLN EMERGENCY  
COMMUNICATIONS  
CENTER**

Annual Report

A unit of the Lincoln Police Department

**Julie Righter, Communications Coordinator**

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

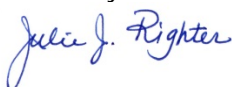
I am pleased to submit our 2013 Annual Report. It was another productive year for the Lincoln Emergency Communications Center.

Just a few of the accomplishments in 2013 were –

- After months of planning the Lincoln Police Department Service Desk merged with the Emergency Communications Center on October 25th, 2012. This merge allowed 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 continue to meet all standards.
- Continued as a Call Center Partner with the Center for Missing and Exploited Children (NCMEC).
- Awarded the eighth annual Capital City Footprinter's Dispatcher of the Year Award to Emergency Services Dispatcher I, Jessica Johnson.
- Processed 20 citizen complaints, compared to 16 in 2012. Of these 20, nine were sustained or determined to be a violation of policy.
- Averaged approximately 39,803 incoming/outgoing telephone calls per month in 2013, with over 79% of the 911 calls consisting of cellular/wireless calls.
- Completed the expansion of the Emergency Communications Backup Center adding 4 call take positions and NCIC warrants functionality.
- Processed 364,098 incidents in 2013 for the Center's User agencies including the Lincoln Police Department, Lincoln Fire & Rescue, and the Lancaster County Sheriff's Office.
- Processed 615 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 53% from 2012 (1163).

While 2013 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.

## **2013 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.

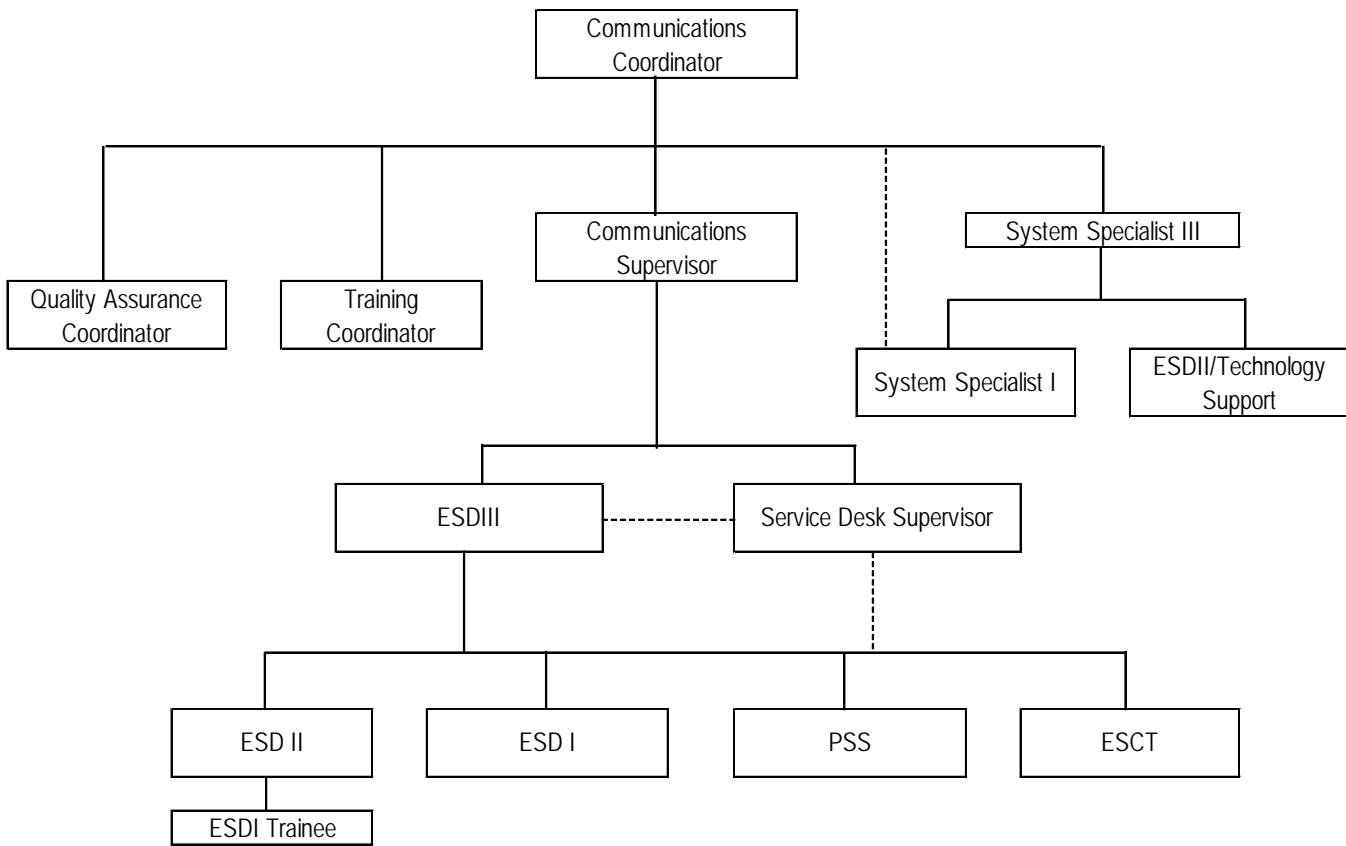
## Training

- 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 Emergency Medical Dispatch (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
Systems Specialist III			1	1
Systems Specialist I			1	1
ESD III		4		4
ESD II		13		13
ESD II/Tech Support			1	1
ESD I		23.5		23.5
PSS		6		6
Service Desk Supervisor		1		1
ESCT		1		1
		<b>TOTAL</b>		<b>55.5</b>

# **POSITION FUNCTIONS AND RESPONSIBILITIES**

## **Communications Coordinator**

The Communications Coordinator reports directly to the Assistant Chief of Police of the Lincoln Police Department. 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. Work involves researching and responding to inquiries and complaints from citizens and user agencies, 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.

## **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.

## **Service Desk Supervisor**

This is a supervisory position, which coordinates the activities of NCIC and Data Entry, including supervision of those duties performed by Emergency Services Dispatchers and Police Service Specialists. 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.

## **Police Services Specialist**

Employees in this job class are proficient in the operation of NCIC and Data Entry. Additionally, work involves operating an emergency services radio console and other emergency communication equipment, receiving 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, and transferring referral calls to the proper local, state or federal agencies. Work requires the prompt, efficient, and accurate receiving and processing of emergency services calls over 911 and related ten-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.



## **Emergency Services Dispatcher I**

Work involves operating an emergency services radio console and other emergency communication equipment, receiving and dispatching calls for Police, Sheriff, 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 ten-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.

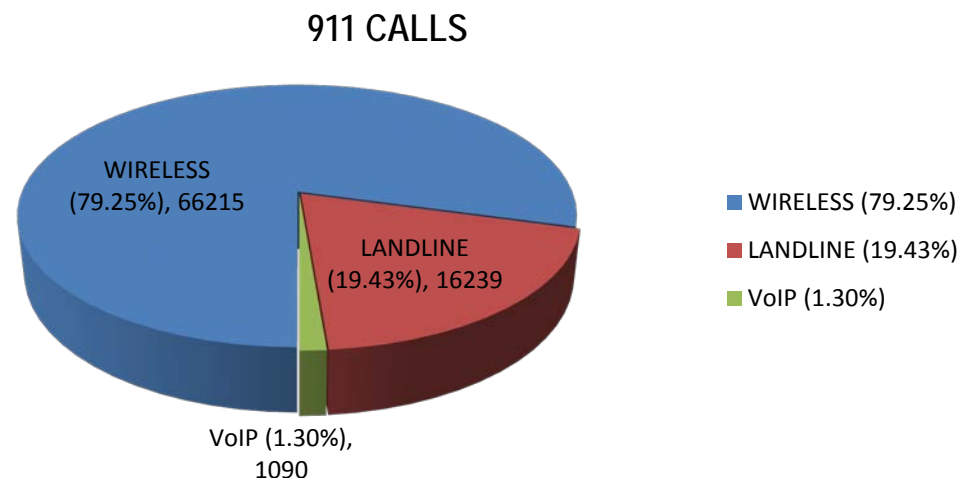
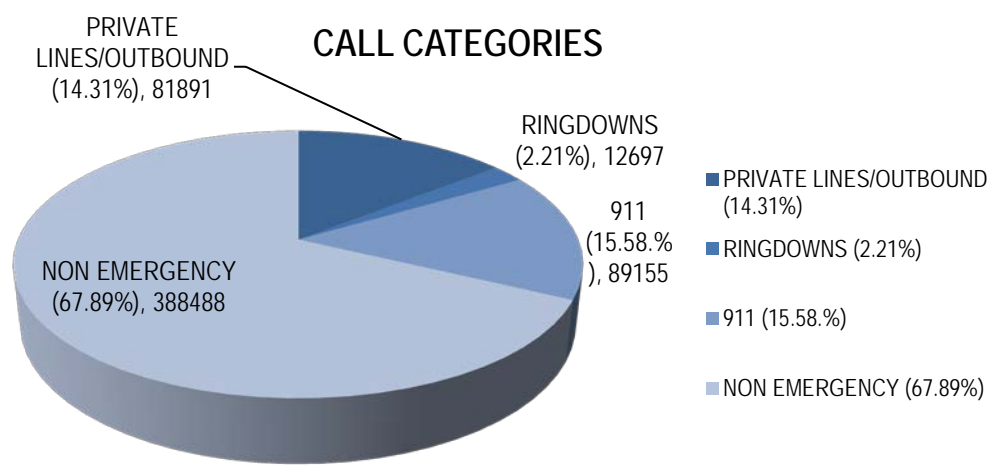
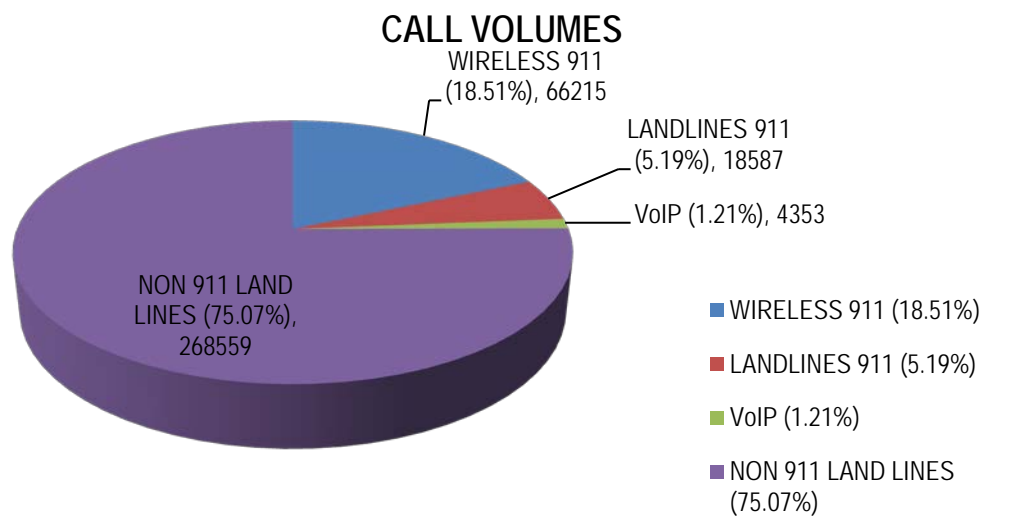
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## *Emergency Communications*

### The Agencies We Serve



# ANNUAL PERFORMANCE ACTIVITIES SUMMARY



## SYSTEM TECHNOLOGY SUMMARY – 2013

2013 brought a number of challenges to our Center as we continued to work through the merger with Lincoln Police Department. While striving to meet the needs of our employees and provide the best technology available, we continue to find new ways to overcome our technology issues. Our employees have done a great job learning the various new computer programs while handling emergency and non-emergency calls from the public.

Throughout the year, we continued to explore new programs and technology to assist our employees in doing their job more quickly and efficiently while maintaining our high degree of accuracy. During the past year we completed a number of mini upgrades to our CAD system and made preparations for an upgrade to ProQA, the electronic form of medical dispatch, to the newest version called Paramount.

We have also made preparations to install the newest version of police and fire web monitors to assist command staff in managing their resources during their tour of duty. The monitors will display in real time, the current location and recent history of an apparatus allowing the command staff to be aware of all their resources at a glance. In order to see the current locations, plans to upgrade all CAD status monitors are still being implemented. These monitors assist dispatchers in keeping track of police incidents and fire calls for service.

The Lincoln Emergency Communications Center (LECC) processed 472,032 emergency and non-emergency telephone calls during 2013. These telephone calls resulted in 364,356 calls for service from user agencies and citizen requests, and 294,151 CAD incidents processed by Center staff. The LECC professionally handles calls for 14 rural agencies, and services 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	27,151	27,151	1,906	1,906	29,057	1,906
February	25,335	52,486	1,647	3,553	26,982	56,039
March	28,107	80,593	1,732	5,285	29,839	85,878
April	29,163	109,756	1,846	7,131	31,009	116,887
May	29,318	139,074	1,959	9,090	31,277	148,164
June	29,911	168,985	1,902	10,992	31,813	179,977
July	30,045	199,030	2,141	13,133	32,186	212,163
August	31,533	230,563	2,094	15,227	33,627	245,790
September	29,809	260,372	2,017	17,244	31,826	277,616
October	28,057	288,429	1,912	19,156	29,969	307,585
November	27,578	316,007	1,887	21,043	29,465	337,050
December	25,402	341,409	1,903	22,947	27,305	364,356
TOTAL	341,409	341,409	22,947	22,947	364,356	364,356

As a further service, LECC routinely provides copies of audio recordings of calls for use in training and legal proceedings. In 2013, there were 613 requests for recordings representing a 53% reduction from 2012. At an average of 15 minutes per audio request to create the resulting file, that equates to 153.25 hours or 19.5 - 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

	TOTAL	WIRELESS	LANDLINE	VOIP	LANDLINE	LANDLINE	TOTAL NON- 911	PRIVATE LINES/ OUTBOUND	
MONTH	INBOUND	911	911	911	(6000)	(OTHER)	LINES		RINGDOWNS
JAN	33822	4716	1505	335	9288	17978	27266	6652	1013
FEB	37570	6075	1412	430	11667	17986	29653	6739	962
MAR	40139	5034	1482	330	11780	21513	33293	2412	1048
APR	38784	5023	1696	336	9496	22233	31729	7159	1082
MAY	34360	5738	1701	330	9847	16744	26591	8104	1218
JUN	29251	5510	1605	350	9707	12079	21786	7876	987
JUL	42191	5991	1553	387	10388	23872	34260	6120	858
AUG	46029	5998	1644	389	10434	27564	37998	7942	1061
SEP	44036	5891	1578	376	10153	26038	36191	7266	1107
OCT	51618	5445	1629	357	9752	34435	44187	7282	1131
NOV	40613	5482	1434	341	8832	24524	33356	7211	1129
DEC	39230	5312	1348	392	8585	23593	32178	7128	1101
TOTAL	477643	66215	18587	4353	119929	268559	388488	81891	12697

## 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	SOURCE	COUNT	INCOMING CALLS ABANDONMENT PERCENTAGE
JAN	LANDLINE	143	
	WIRELESS	211	
	VOIP	21	1.11
FEB	LANDLINE	128	
	WIRELESS	161	
	VOIP	10	.80
MAR	LANDLINE	148	
	WIRELESS	156	
	VOIP	19	.80
1ST QUARTER		997	.90
APR	LANDLINE	168	
	WIRELESS	172	
	VOIP	16	.92
MAY	LANDLINE	120	
	WIRELESS	211	
	VOIP	16	1.01
JUN	LANDLINE	386	
	WIRELESS	583	
	VoIP	47	3.47
2ND QUARTER			1.80
JUL	LANDLINE	393	
	WIRELESS	592	
	VOIP	48	2.45
AUG	LANDLINE	228	
	WIRELESS	826	
	VoIP	53	2.41
SEP	LANDLINE	406	
	WIRELESS	555	
	VoIP	35	2.26
3rd QUARTER			2.37
OCT	LANDLINE	399	
	WIRELESS	573	
	VOIP	43	1.97
NOV	LANDLINE	340	
	WIRELESS	566	
	VoIP	35	2.32
DEC	LANDLINE	343	
	WIRELESS	605	
	VoIP	48	2.54
4TH QUARTER			2.28
ANNUAL AVERAGE			1.84

## 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	SOURCE	AVERAGE RING TIME (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)
JAN	LANDLINE	5	69	
	WIRELESS		77	
	VOIP		122	89.33
FEB	LANDLINE	5	60	
	WIRELESS		55	
	VOIP		149	88.00
MAR	LANDLINE	5	60	
	WIRELESS		112	
	VOIP		105	92.33
<b>1ST QUARTER</b>				<b>89.89</b>
APR	LANDLINE	5	83	
	WIRELESS		54	
	VOIP		52	63.00
MAY	LANDLINE	5	105	
	WIRELESS		54	
	VOIP		65	74.67
JUN	LANDLINE	5	106	
	WIRELESS		48	
	VOIP		85	79.39
<b>2ND QUARTER</b>				<b>72.35</b>
JUL	LANDLINE	5	99	
	WIRELESS		126	
	VOIP		155	126.67
AUG	LANDLINE	5	96	
	WIRELESS		105	
	VOIP		202	134.33
SEP	LANDLINE	5	93	
	WIRELESS		114	
	VOIP		213	143.33
<b>3RD QUARTER</b>				<b>134.77</b>
OCT	LANDLINE	5	94	
	WIRELESS		37	
	VOIP		64	64.77
NOV	LANDLINE	5	96	
	WIRELESS		128	
	VOIP		107	110.07
DEC	LANDLINE	5	124	
	WIRELESS		87	
	VOIP		83	97.87
<b>4TH QUARTER</b>				<b>90.90</b>
<b>ANNUAL AVERAGE</b>				<b>96.98</b>

## 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	91.54%	
FEB	91.78%	
MAR	90.39%	91.24%
APR	89.00%	
MAY		
JUN		
JUL		
AUG		
SEP		
OCT		
NOV		
DEC		
ANNUAL AVERAGE		

\*Data available only thru April for EMD ratings. A new program is under evaluation.

## AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

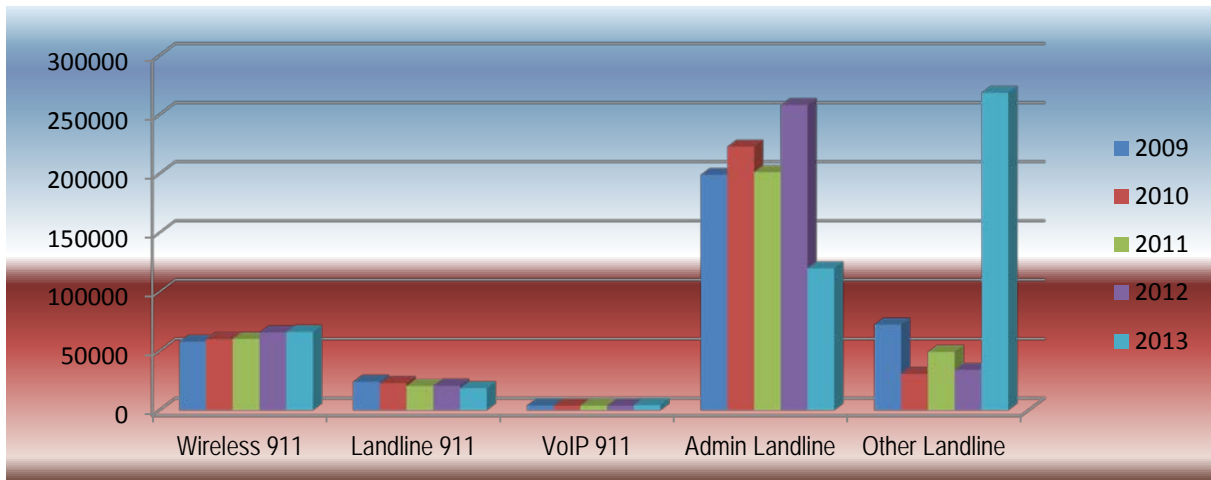
The Center's goal is a 40 second or less Call Received to Call Dispatch time on all Echo Medical responses. All responses not meeting this measurement are forwarded by the Communications Coordinator to the Quality Assurance Coordinator for Dispatch Quality Review, reporting and possible action.

MONTH	DISPATCH TIME IN SECONDS	QUARTERLY AVERAGE
JAN	34.71	
FEB	32.60	
MAR	36.80	34.70
APR	36.33	
MAY	49.39	
JUN	38.57	41.43
JUL	27.25	
AUG	25.63	
SEP	29.72	27.53
OCT	35.87	
NOV	32.04	
DEC	31.67	33.79
ANNUAL AVERAGE		34.36

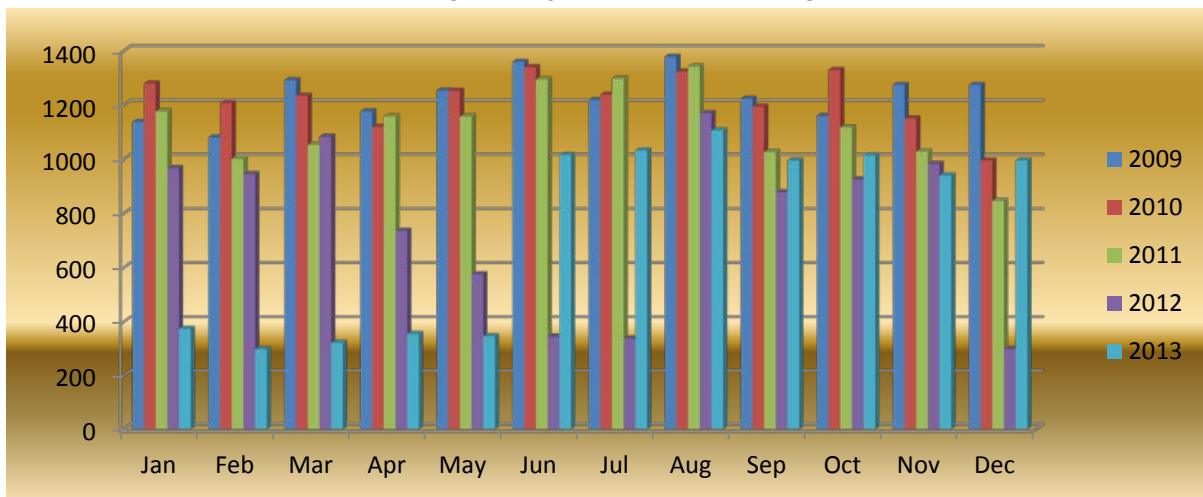


# PERFORMANCE MEASUREMENT COMPARISONS

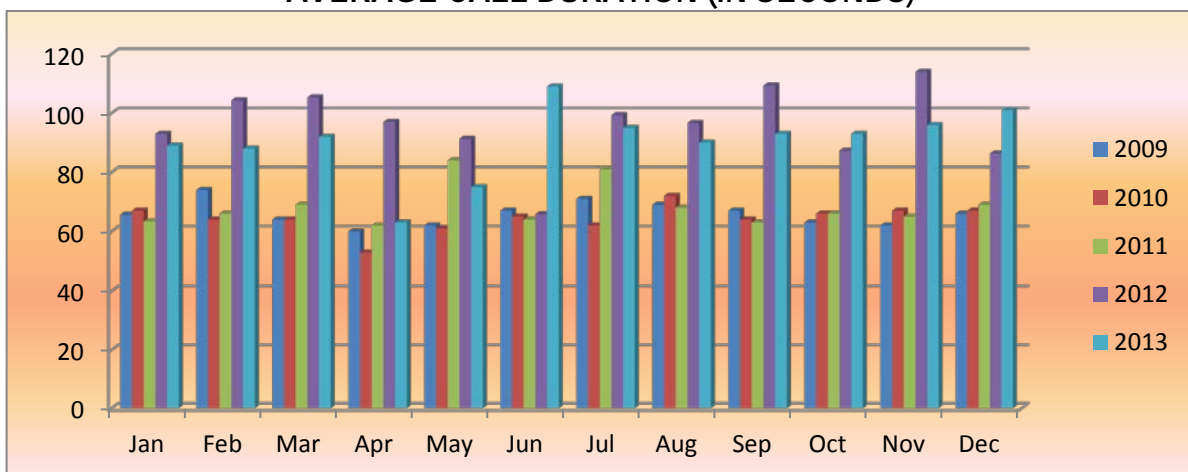
## CALLS BY CATEGORY



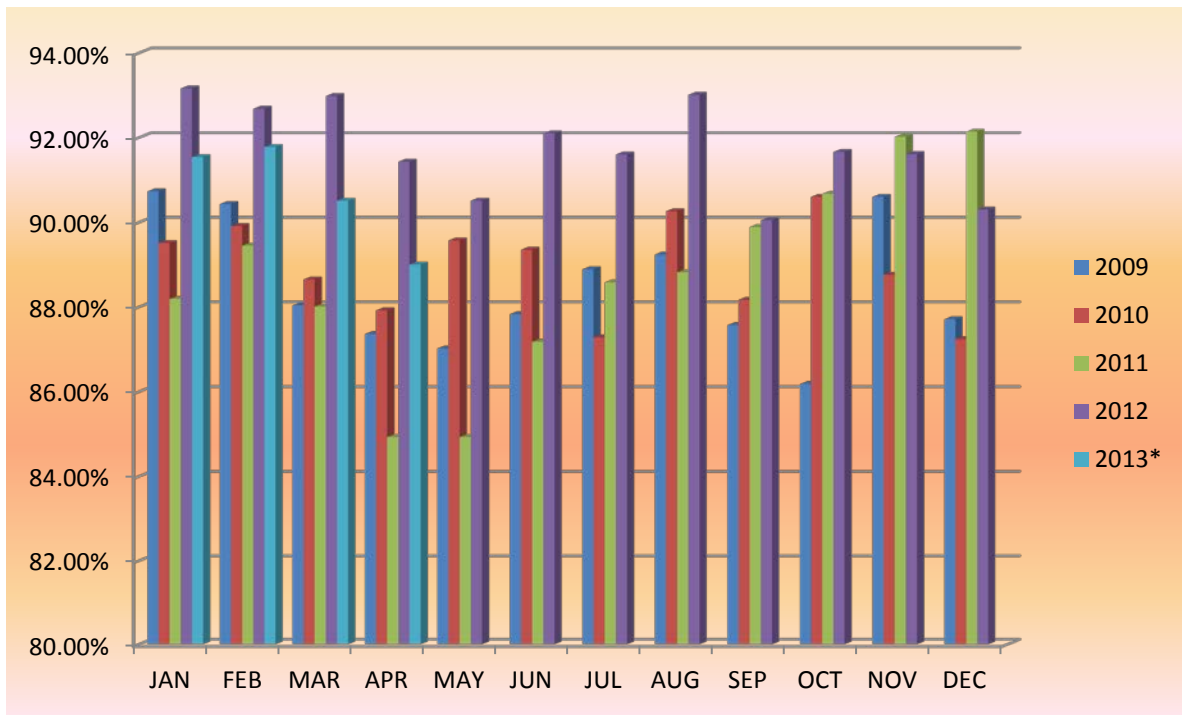
## ABANDONED CALL RATE BY MONTH



## AVERAGE CALL DURATION (IN SECONDS)

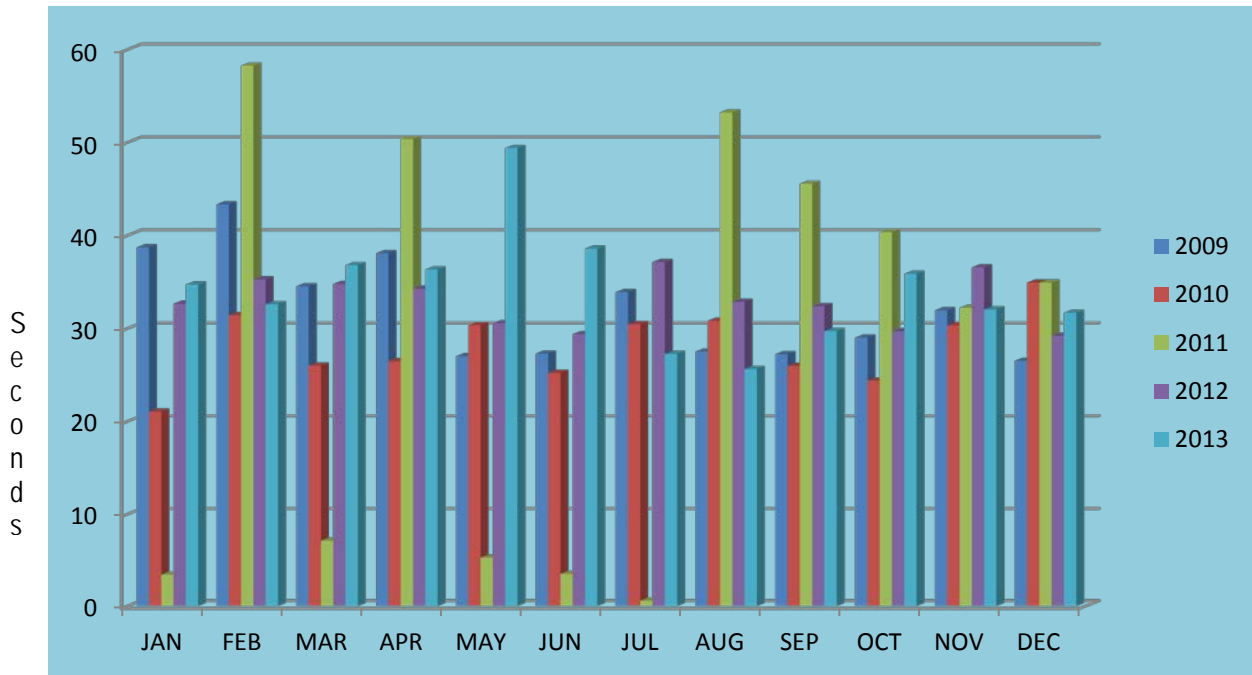


## EMERGENCY MEDICAL DISPATCHER (EMD) AVERAGE COMPLIANCE RATING



\*2013 Data available only thru April for EMD ratings. A new program is under evaluation.

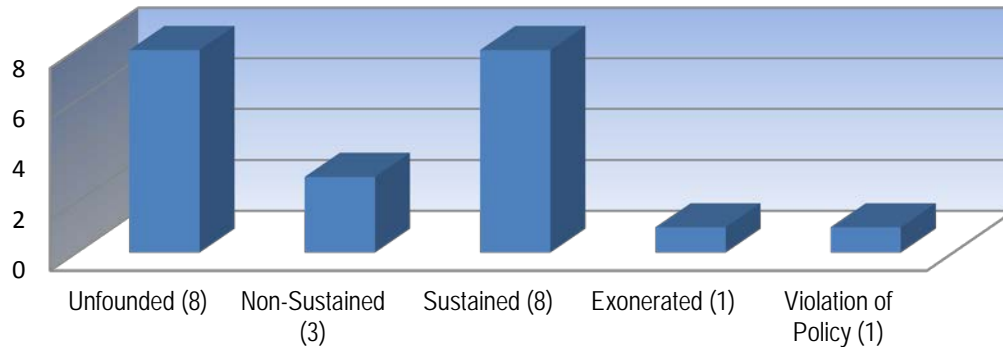
## AVERAGE ECHO MEDICAL CALL DISPATCHING TIME



# COMPLAINTS

The Emergency Communications Center received 21 citizen complaints during 2013. 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 2013



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

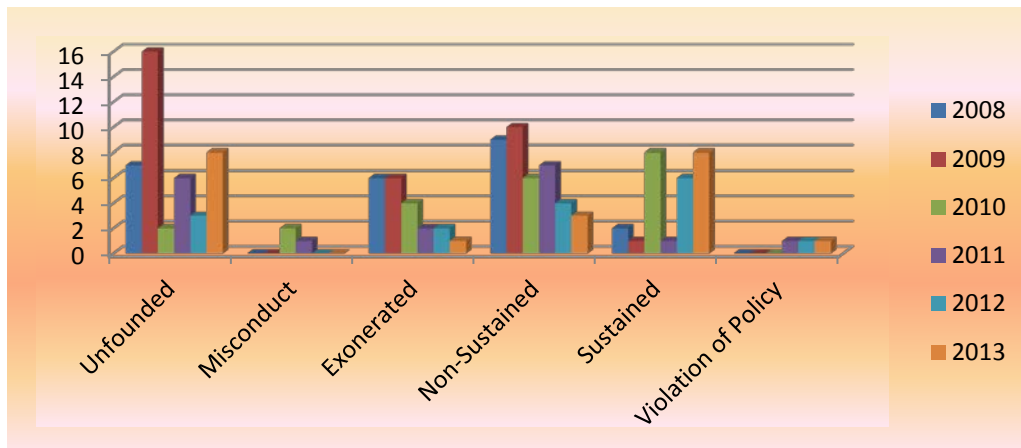
**Non-Sustained**-The investigation has been unable to substantiate the complaint. There was insufficient evidence to prove or disprove the allegation.

**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.

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

Comparison by Year



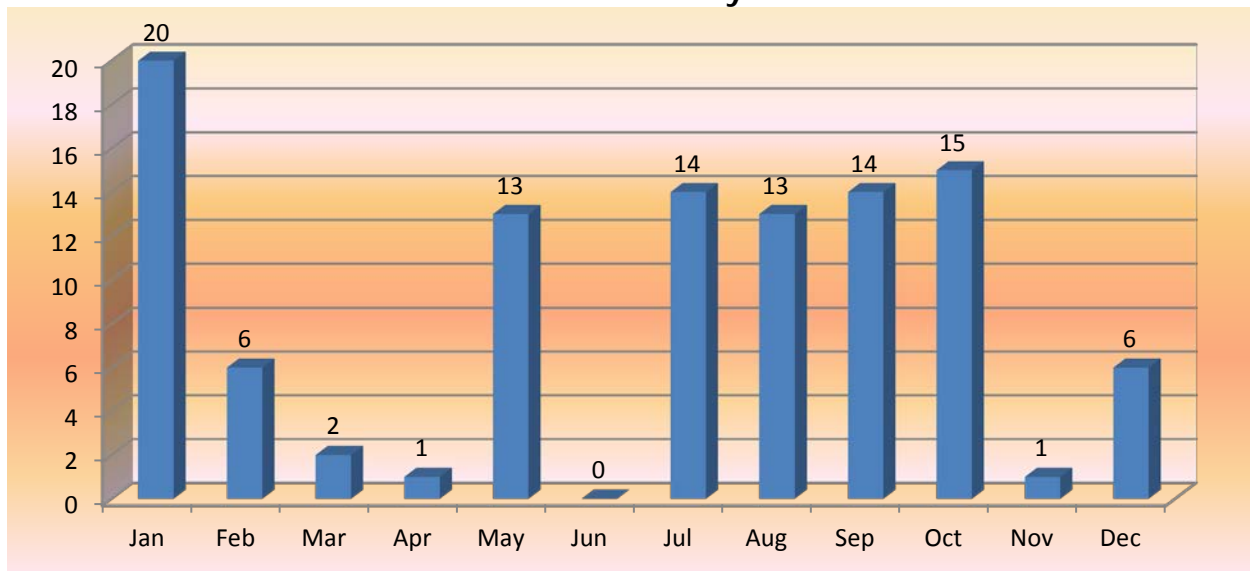
## COMMENDATIONS

There were 105 commendations received by Lincoln Emergency Communications Center personnel during 2013 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:

Adam Turner	2	Jessica Johnson	1	Lucinda Davis	4
Alison Young	2	Jodi Standley	5	Mariah Elley	1
Amy Meier	4	John Re	1	Maricki Rotert	4
April Tucker	2	Justin Cerra	3	Mark Fluitt	1
Becky Lyons	3	Karen Cates	1	Matt Buser	6
Brenda Roby	2	Kathleen Burda	2	Megan Ellis	2
Bryan Kelly	3	Kelly Davila	2	Paige Eastman	1
Cary Steele	4	Kelsie Schumacher	2	Patrick Delaney	2
Chris Monico	1	Kristina Jackson	2	Rebecca Higby	3
Christy Harmon	3	Leslie Novak	2	Shasta Starkey	1
Dave Goehring	1	Linda Flaherty	1	Tara Garza	5
Jaime Johnson	1	Lisa Brown	7	Tracey Domgard	3
Jamie Russell	1	Lisa Pachunka	4	Troy Cordle	1
Jennie McLaughlin	3	Lori Yaussi	1	Tyrell Eichele	5

## 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/police/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 "Contact." tab 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 - 2013

### FOOTPRINTER'S DISPATCHER OF THE YEAR

*Jessica Johnson*

Jessica Johnson, an Emergency Services Dispatcher I with the LECC, was recognized on April 19th, 2013, with the ninth 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.



Brenda Roby (l), 2013 Trainer of the Year and  
Jessica Johnson (r), 2013 Dispatcher of the Year

### TRAINER OF THE YEAR

*Brenda Roby*

The 2012 Trainer of the Year was awarded in 2013 to Brenda Roby. Trainer of the Year is awarded 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. Brenda has worked hard to ensure our trainees are provided with accurate information giving them every opportunity to learn valuable skills. Brenda's proactive approach shows her dedication to helping new staff succeed.

## EMERGENCY MEDICAL DISPATCHER OF THE YEAR

### *Matt Buser*

Matt Buser was selected as the 2012 Emergency Medical Dispatcher of the Year and was presented with his award in 2013. Matt 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 Matt for his dedication to the EMD program.



Matt Buser, 2013 Emergency Medical Dispatcher of the Year with Julie Righter, 911 Center Communications Coordinator

## COMMUNITY

### Emergency Communications/911 Center Receives Donation

The LECC provides daily life-saving operations for the citizens of Lincoln and Lancaster County. In doing so, they provide continuous training to the staff of the Center in CPR so that instructions can be given to citizens over the phone in the event of sudden cardiac or respiratory arrest.

This training program was enhanced on May 9, 2013, when the National Automobile Dealers Charitable Foundation and the Nebraska New Car & Truck Dealers Association presented a donation of a Little Anne AED Training System to Communications Center staff.

Studies have shown that immediate CPR greatly increases survival rates for victims of sudden cardiac or respiratory arrest. When citizens call 911 for assistance with victims of cardiac or respiratory arrest, dispatchers are able to give immediate life-saving instructions while sending medical help to the victim.

The 911 Center provides training to over 50 Communications Center staff every two years as well as assisting with training for the Lincoln Police Department and private citizens in Lincoln and Lancaster County.

The National Automobile Dealers Foundation is part of the National Automobile Dealers Association with headquarters in McLean, Virginia. Membership includes over 19,000 franchised new car and truck dealers in the United States.



*(l to r): Pat Sullivan, Vice President of NADA Dealer Relations; Kevin Campbell, Operations Training Coordinator; and Tara Garza, Emergency Services Dispatcher and CPR Instructor.*



## Citizen Expresses Gratitude for 911 Dispatcher

On January 12<sup>th</sup>, 2013 at 02:01 a 911 call was placed by Terry Higgins advising that her husband, Jim was unable to breathe. The call was answered by ESDI, Jamie Russell. Early in the 911 call, Jim stopped breathing entirely. With a calming, reassuring tone and utmost professionalism, Jamie proceeded to instruct Jim's wife on how to do CPR. Jamie and Terry continued CPR until paramedics were at Terry's side and could take over. Terry had no prior experience with CPR. After the call, it was learned from the medical professionals that had it not been for Jamie's assistance with CPR, Jim would not have survived. This is a true credit to Jamie's professional knowledge and skills. A few days after Jim's return home from the hospital, the Riggins family contacted the 911 Center to express their gratitude and insisted on meeting Jamie, "their angel" and a visit to the 911 Center was arranged. Jamie is to be commended for her service and is considered a hero by the Riggins family.



Jamie Russell, Emergency Services Dispatcher seated in front of the Riggins family (Jim and Terry, first row center, and their children) during their visit to the 911 Center to meet "their Angel"



## Bryan Health Center 2013 Tribute to Trauma Champions

On April 4, Bryan Health Center held its fifth annual **Tribute to Trauma Champions**. This event honored the dedicated professionals involved in saving the lives of Derek Stromp and Adam Koenig. Congratulations to Lori Yaussi and Jodi Standley on their 2013 Trauma Champions Award – well deserved!



Emergency Services Dispatchers Jodi Standley (l) and Lori Yaussi (r) with Adam Koenig

## ACCREDITATION

During 2013, the Accreditation Team, made up of Center employees Linda Thurber, Linda Flaherty and Brenda Roby, continued to focus on self-assessment of the files. In anticipation of upcoming retirements, Lindsay Scheer joined the accreditation team. She completed the Accreditation Manager on line training.

Special attention was placed on identifying new or updated standards as well as standards that are now applicable to our Center as a result of our merger with Lincoln Police Department. Communication standards are broken down into seven basic areas: organization, direction and authority, human resources, recruitment and selection, training, operations, and critical incidents.

The LECC accreditation team made the decision to continue with paper files for the onsite review that will occur in the June 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 Hospital nursing program, whereas 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. In addition, our committee members traveled to local schools and provided presentations comprised of valuable information on how to use the 911 system to students of all ages. The Center also opened the opportunity for local High School students to sit with a dispatcher and job shadow for several hours. Many students took advantage of this opportunity and were able to see "up close" what it is like to work at 911.

When possible, members of the Public Education Committee attend Community Safety Fairs and Lancaster County Rural Volunteer Fire Department Open Houses as well. Hundreds of people within the community have used the Center's 911 Call Simulator to make practice 911 calls at these events. 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 by networking with the Lincoln Literacy program.

Again this year, no problems or concerns were voiced to our members. Many citizens thanked us for doing an excellent job.

A special thanks goes out to the Public Education Committee members for their time, dedication to the community and to public safety: Amy Meier, Brenda Roby, Cary Steele, Jamie Russell, Jennie McLaughlin, Jessica Johnson, Leslie Novak, Mark Murphy, Megan Ellis, and Steve Phillips.



Jennie McLaughlin (l) teaching a "What we do at 911" class



Public Education committee member ESDI Leslie Novak demonstrates the 911 Call Simulator to a group of children at the annual Safety Day at the Zoo.

## TELECOMMUNICATIONS

Once again, in 2013 we saw a steady increase in the use of wireless cellular over landline calls and a slight increase in the use of Voice over Internet Protocol (VoIP) phones.

The upgrade to the CASSIDIAN VESTA PALACE telephone system has been in place for over a year now and is functioning well. This next generation capable system allowed us to expand our call taking and reporting capabilities while we merged the Police Services Staff into the 911 Center. In addition, the new mapping program from CASSIDIAN called ORION utilized the most advanced NextGen 9-1-1 mapping application available which proved to be an asset. All of these changes pre-position the Lincoln 911 Center to be ready to expand with NextGen 9-1-1 technology as it becomes available.

On average, the LECC received 1,300 calls per day. The heaviest volume of calls being 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. These technologies include voice, video, and SMS text messaging among many 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 DIVISION

The Lincoln 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 or Police Services Specialist. 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 January, May, and December of 2013. During these periods, 500 applications were submitted for testing. Of those applicants, 252 completed the testing and a total of 93 were interviewed. 29 were given conditional offers of employment, which resulted in 14 hires.

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://lincoln.ne.gov/city/police/commc/pdf/emp-select-process.pdf>

### 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. Call Take and Fire/Emergency Medical Services Dispatch 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 by Priority Dispatch 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 calls primarily from the public requesting 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 fourth 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 phase normally takes six to eight weeks to complete.

Depending upon staffing needs, new hires may be routed through Phase 3 or Phase 4 training following the successful completion of Phase 2/Calltake Training.

## **Continuing Education Training**

Continuing education training is conducted regularly for all staff members. By the end of 2013, there were 53 full-time and 2 part-time employees with the LECC, including management staff. The average number of training hours per employee for 2013 was 9.69.

Using a variety of local and national resources, some of the training topics offered during 2013 included:

- Coping With Change. Following the 2012 merge with the Lincoln Police Department, several operational changes took place in the Communications Center. Continuum worked with the staff of the Center to assist in acclimating to the changes and successfully moving forward.
- 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.
- National Crime Information Center (NCIC) Certification. This training provided several of our staff members the opportunity to access a national data base of information, including warrants, broadcasts, driver's license revocations and/or suspensions, etc.
- TTY (Telephone Typewriter – communication device for the deaf) Refresher Training
- Review of our Facility Emergency Plan

In addition, several Emergency Service Dispatchers were cross-trained by Police Service Specialists in the NCIC/Data Entry functions of the Center. This training culminated with a three-day certification course at the Law Enforcement Training Center in Grand Island, NE. NCIC operators learn how to use the national database to find information on warrants, driver's license suspensions, stolen vehicles and other items, etc. Training in this function may take up to four months to complete and may at a future date be incorporated into the New Employee training phases.

## **Certified Trainers**

The Communications Center training program is currently in a transition phase to a newer training model steeped in adult learning principles. The Adult Training Model requires documentation that includes daily journaling and a weekly coaching report in lieu of Daily Observation Reports (DOR's) and weekly supervisor ratings. Elements of both models are currently being used with the anticipation of phasing out most elements of the previous model. All primary trainers are required to complete APCO's Certified Training Officer Course, as well as a hands-on, three-day course which teaches the specific elements of the Adult Training Model.



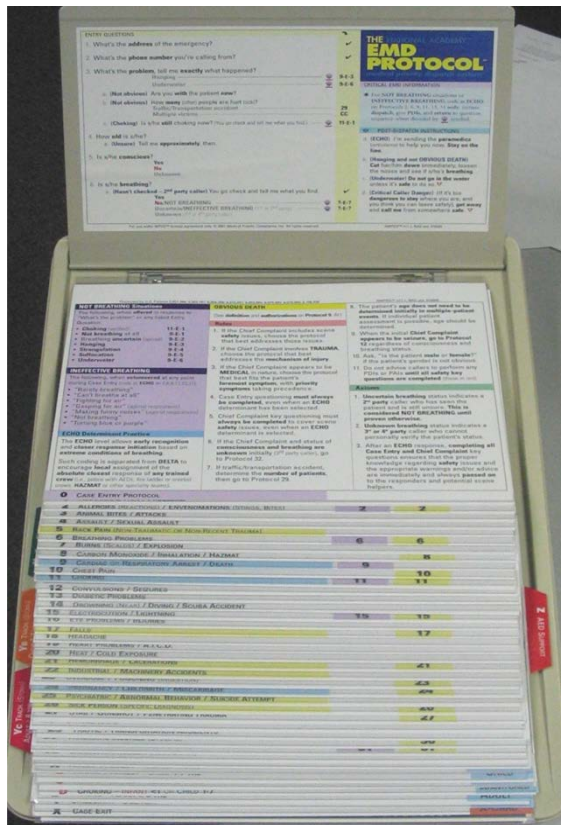
# EMERGENCY MEDICAL DISPATCH

## 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 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.



ProQA for Medical (3.4.3.32)

File View Spec Logs Options Tabs Additional Information Version About ProQA

2:32 10: Chest Pain (Non-Traumatic)

Entry	KQ	PDI/CEI	DLS	Summary
The location is: 575 S 10th St				
The phone number is: (402) 441-6000				
The problem is: Chest Pain				
With the patient now: Yes				
The number of hurt (sick) is: 1				
The patient's age is: 77 year(s)				
The patient's gender is: Male				
Is he awake (conscious)? Yes				
Is he breathing? Yes				
Chief Complaint Code? 10				
Chest Pain (Non-Traumatic) Choking Convulsions / Seizures Diabetic Problems Drowning (Near) / Diving / SCUBA Accident				
Critical Caller Danger				
SUPERVISOR 0012000490 O: NAE C: NAE - STD 77 year old, Male, Conscious, Breathing. 575 S 10th St, (402) 441-6000				

The EMD program enables the dispatcher to determine the most appropriate medical response priority. It 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 Emergency Medical Services Oversight Authority (EMSOA). 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 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

The 911 Center had several major changes in the year 2013 including a merge with the Lincoln Police Department. As a result of the merge and several other factors, the Quality Assurance program was temporarily suspended effective May 1<sup>st</sup>, 2013 as future needs and processes were evaluated. As 2013 neared an end, plans continued and a contract with Priority Dispatch is currently under way. It will provide EMD review through the National Q program with coordination done locally by the Quality Assurance Coordinator.

In 2013, each dispatcher received an average of 10 reviews. The goal compliance average is 90% for the agency as a whole. Our agency as a whole has been over the compliance goal of 90% since implementation of ProQA, which was 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

The 911 Center had several major changes in the year 2013 including a merge with the Lincoln Police Department. Due to all of the changes and the need for additional resources elsewhere, the Quality Assurance program was temporarily suspended.

The goal is to reinstate the program as soon as resources become more readily available in the year 2014.



## LINCOLN INCIDENT DISPATCH TEAM

During 2013, the team recorded the following activity: 1- Working Fire, 1- 2<sup>nd</sup> Alarm Fire, 1-LPD Special Warrants Detail, 1-Lincoln Marathon Planning and Communications Support, 2- Tabletop Training Exercises (Airport and ANG), 2- Active Shooter Training Exercises (LPD and LF&R) and 1-Full Scale Training Exercise (Airport).

The Lincoln Emergency Communications Center has an established 7-member Incident Dispatch Team (IDT) for rapid deployment to major incidents and to provide on-scene communications support for pre-planned events and special details.

The IDT provides communications support on-scene 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.

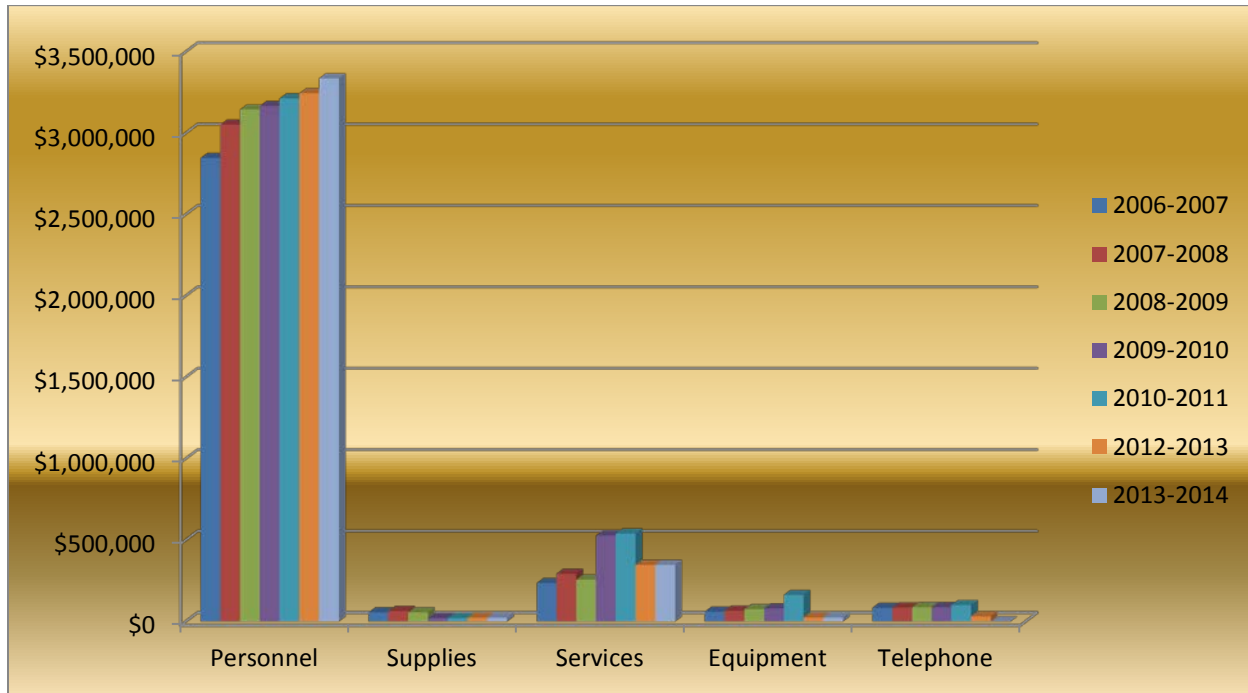
Although activation of the Incident Dispatch Team occurs more commonly for pre-planned events, it is integral that members attend related training and maintain awareness to ensure operational readiness for rapid deployment.



Cary Steele, working from the IDT response van handled on-scene communications during a 2<sup>nd</sup> Alarm fire at 27<sup>th</sup>/ Randolph on March 13<sup>th</sup>, 2013

Incident Dispatchers Ellis, Steele and Molthan handled communications support for LPD and LF& R during the Lincoln Marathon on May 5<sup>th</sup>, 2013.

## EMERGENCY COMMUNICATIONS CENTER BUDGET



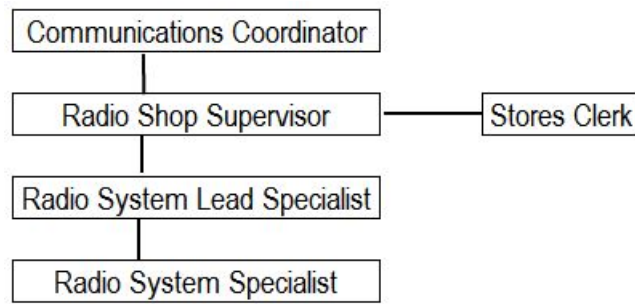
### TOTAL DEPARTMENT BUDGET

2006-2007	\$3,284,195
2007-2008	\$3,561,428
2008-2009	\$3,619,743
2009-2010	\$3,885,505
2010-2011	\$4,040,315
2012-2013	\$3,671,534
2013-2014	\$3,733,516

# *Radio Shop*



## RADIO SHOP ORGANIZATIONAL CHART



## PERSONNEL ALLOCATION - 2012

Radio Shop Supervisor	1
Lead Radio Specialist	1
Radio Specialist	3
Stores Clerk II	1
<b>TOTAL</b>	<b>6</b>

## **POSITION FUNCTIONS AND RESPONSIBILITIES**

### **Communications Coordinator**

The Communications Coordinator reports directly to the Assistant Chief of Police of the Lincoln Police Department. 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**

In addition to the routine maintenance of all the portable, vehicular, and tower-based equipment this year, the Radio Maintenance Shop has been involved in a number of special assignments and duties that move forward as the City of Lincoln restructures Public Safety. As the primary radio communications system continues to age, the Radio Shop is looking into the needs of our customers and planning for the future.

### **Department Integration**

The Radio Shop continues to support the merger of the LPD Service Desk function with 911 while at the same time being part of the transition from the Finance Department to the Lincoln Police Department. Over the last year the Radio Shop provided help planning for communications contingencies as well as responding to incidents in progress as needed to support the Department.

The Radio Shop assisted the SWAT team members in choosing a technology to help them communicate in situations that the primary radio network cannot be depended on. As part of this, Tactical mobile video systems required a few maintenance upgrades

In the fall of 2013 an incident at one of Lincoln's high schools required a large response of Officers. The prolonged nature of the event caused several Officers to end up with low batteries. Incident commanders quickly predicted communications needs and requested the Radio Shop to help out. The Radio Shop responded with a service vehicle able to deliver many times more batteries than were needed and provided charging for those left with discharged batteries.

Further workload has been added by the recent changes in LPD Management Services. The Radio Shop now manages the largest portion of the portable radio cache and performing all the programming for the Department as a result of Sgt. Beam returning to NE team. Early in 2014 Radio Shop staff will attend an in-service training in which all individually assigned portable radio units can be spot checked for safety and perform any necessary maintenance.

### **911 Upgrades**

Merging the LPD Service Desk Functions into the Main 911 Center remains an ongoing project. One challenge was the inability for 911 to operate completely from the Backup Center at Fire Station 14 as a result of bringing NCIC into the Center. Typically routine maintenance can be done while the main center is active, but larger projects and upgrades require staff to move to the Backup Center. This past year larger project upgrades had to be suspended due to construction at the Backup Center to accommodate the LECC's additional services.

### **Conferences and training**

During 2013, The Radio Shop assisted in other City Department exercises and training as requested as well as participating in several national conferences. Ray Ryan continues working with the State's Southeast communication region and also attended the Harris Public Safety User's Group. Clint Kaspar traveled to Kansas to attend Communications Unit Leader (COM-L) training. Pete Crawford and Mark Bartak attended the APCO International Conference in California to learn about emerging regulations and technology in the public safety environment.

## **Hallam Tower Site**

The Sneader tower just west of Hallam Nebraska has been fully operational for most of 2013. Equipment has been installed to improve radio coverage not only for Lancaster County Rural Fire but for responders in Gage County as well. This site will eventually serve as a relay site for the State of Nebraska regional microwave network.

## **Ceresco Rural Fire Site**

For many years, Lancaster County Rural Fire has depended on a site at 1<sup>st</sup> and Ashland Road. The site is not owned by the City of Lincoln but space is provided to us for Public Safety use. In October a mistake was made by a contractor that entirely removed the radio systems from within the facility. Fortunately the equipment and cabling on the tower was spared. The Radio Shop quickly built and installed new system components to provide service until the missing units could be located. Recently many of the components were located in a warehouse in Illinois and returned to us with only minor damage.

## **Equipment Inventory**

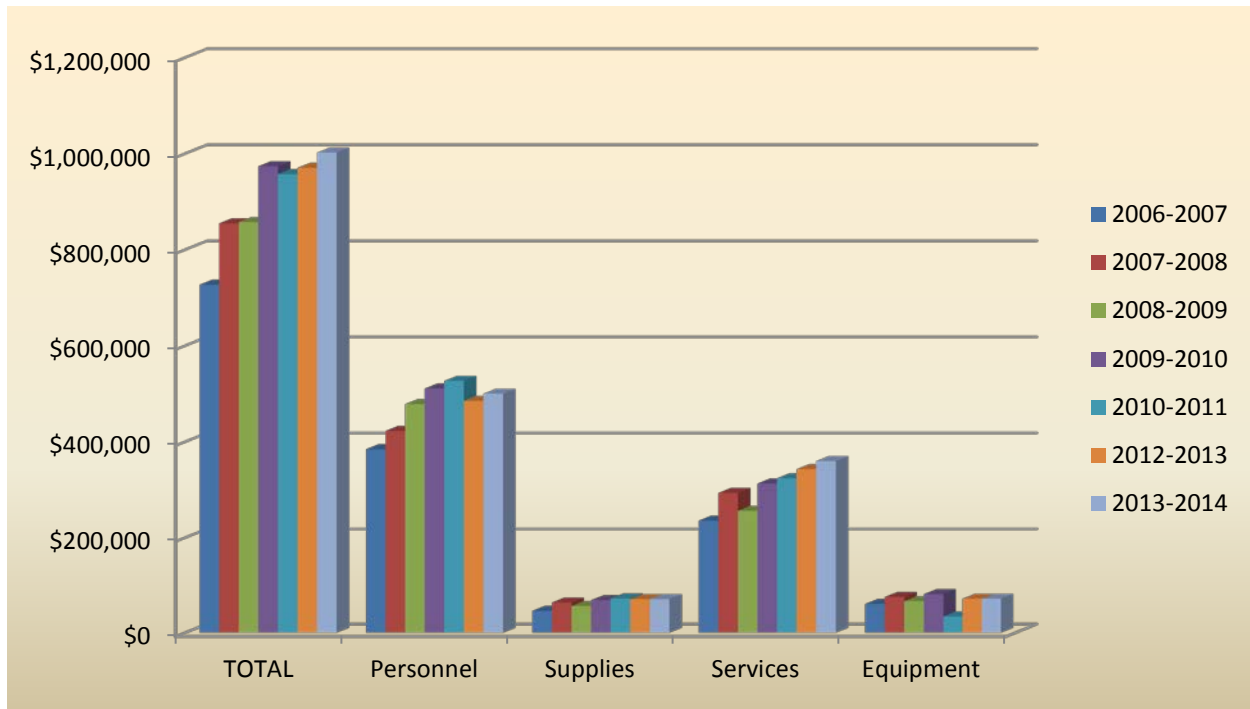
The unforeseen momentary loss of the equipment from the Ceresco site prompted us to accurately account for all station equipment purchased over the years. Clint Kaspar has done significant work piecing together the origin of all the stations and, when necessary, returning components to their originally mating equipment. All of this work recording locations and serial numbers, along with the scheduled in-service training with LPD mentioned above will greatly help with the information for our new Shop Database Software.

## **Information Systems**

A contract was recently awarded to provide software which will keep track of many aspects of the Radio Shop. Installation of CommShop is beginning now on servers maintained by the Radio Shop. Once completed, existing records will be imported into the new system. The system will help us manage the many systems we work on making sure that parts and time are accounted for on them. With some setup, CommShop will even allow us to have our customers inspect and make minor changes to their equipment



## 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
2012-2013	\$970,566
2013-2014	\$1,002,199



A Nationally Accredited Communication Center