

2014

Lincoln Emergency Communications Center

A Unit of the Lincoln Police Department

Julie Righter Dove, Communications Coordinator

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

I am pleased to submit our 2014 Annual Report. It was another productive year for the Lincoln Emergency Communications Center.

Just a few of the accomplishments in 2014 were –

- Awarded fifth reaccreditation 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 ninth annual Capital City Footprinter's Dispatcher of the Year Award to Emergency Services Dispatcher II, Lisa Pachunka.
- Processed 17 citizen complaints, compared to 20 in 2013. Of these 17, seven were sustained.
- Averaged approximately 40,712 incoming/outgoing telephone calls per month in 2014, with over 75% 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 377,853 incidents in 2014 for the Center's User agencies including the Lincoln Police Department, Lincoln Fire & Rescue, and the Lancaster County Sheriff's Office.
- Processed 788 records requests for evidentiary purposes related to case work for User Agencies, County and City Attorneys, Public Defender and other local attorneys. This is an increase of 23% from 2013 (613).

During 2014 we continued 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 Dove, ENP
Communications Coordinator



EMERGENCY COMMUNICATIONS CENTER MISSION, VALUES AND GOALS

MISSION STATEMENT

"We, the members of the Lincoln Police Department, working with all people, are committed to providing quality police services that promote a safe and secure community."

VALUES

We are committed to... preserving life, and enhancing the quality of life. An environment that encourages problem solving, by both ourselves and the community. Being responsible for our actions and taking ownership of our work, our community, our profession, and to each other. Educating ourselves and our community about the causes, resolution and prevention of crime and disorder. Human dignity and the worth of all individuals.

GOAL STATEMENT

Ensure that all persons may pursue their lawful activities without fear or impediment by maintaining public order. Reduce the impact of crime, fear of crime, and public disorder on the daily lives of Lincoln residents through patrol, crime prevention, criminal investigation, and law enforcement. Respond to calls for service and other public needs promptly in order to provide services which resolve problems and protect persons and property. Manage the fiscal, capital, information, and personnel resources of the department with efficiency and care. Develop and maintain open relationships and communications with other agencies, organizations, and the public at large. Protect safe and orderly transportation through traffic direction, law enforcement, and accident investigation. Recruit and retain the best possible employees, reflecting the diversity of our population. Provide employees with opportunities for meaningful work, challenging goals and growth throughout their career.

2014 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.

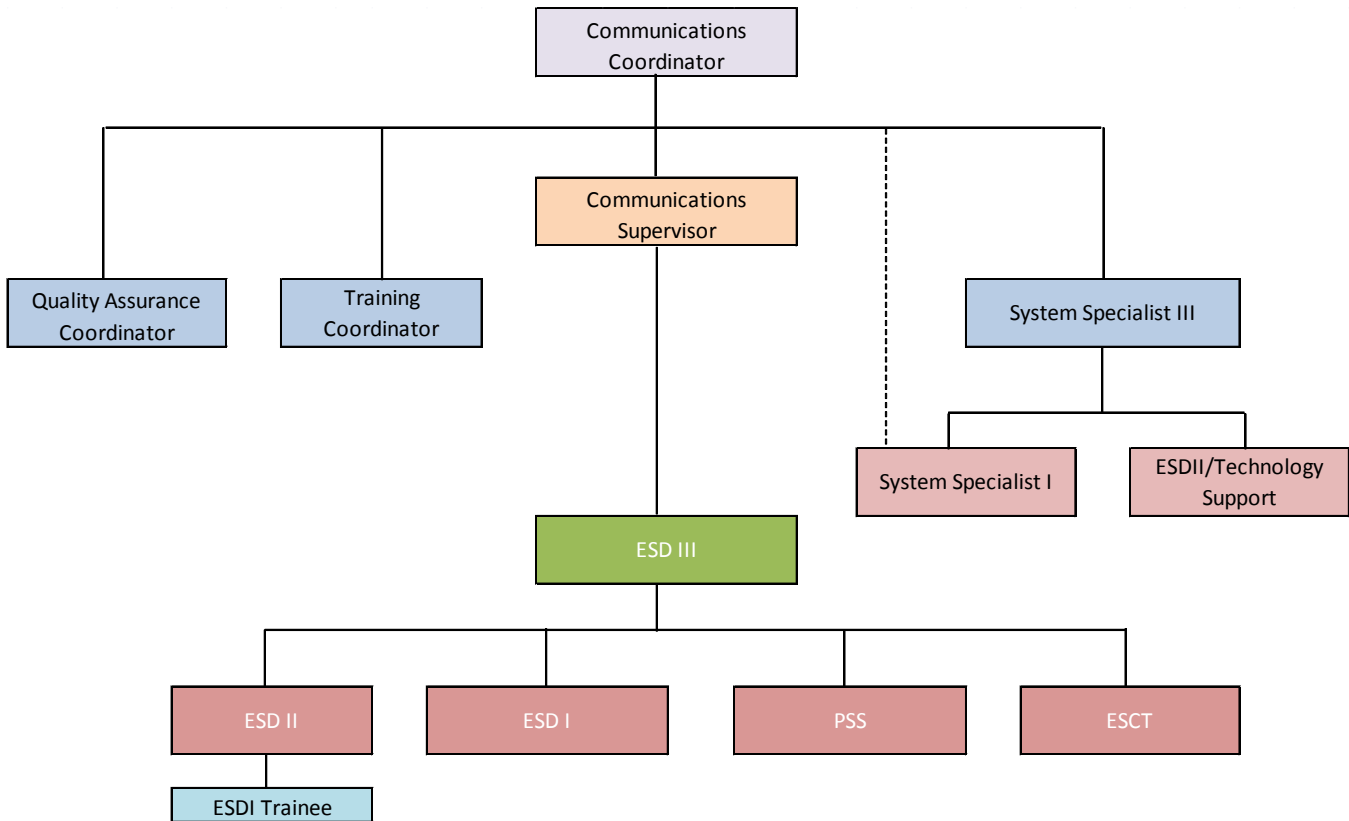
Training

- 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 - 2014

	<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 II/Tech Support			1	1
ESD III		4		4
ESD II		14		14
ESD I		24		24
PSS		6		6
ESCT		1		1
		TOTAL		56

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.

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.

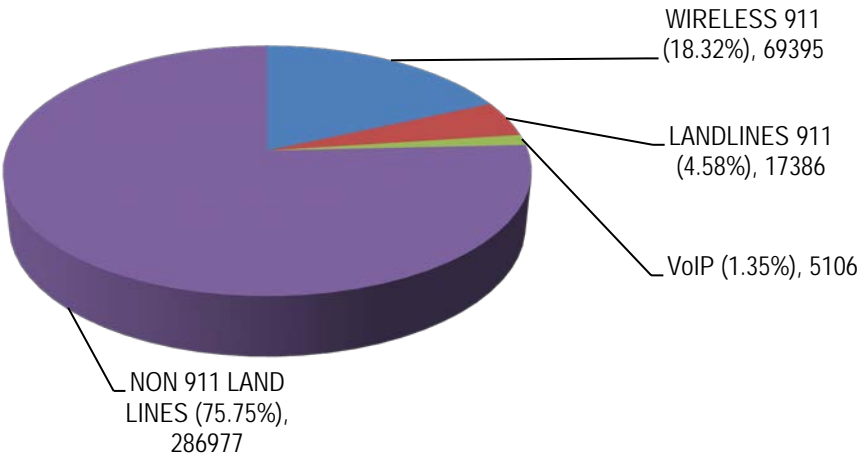
Lincoln Police Department Emergency Communications Unit

The Agencies We Serve

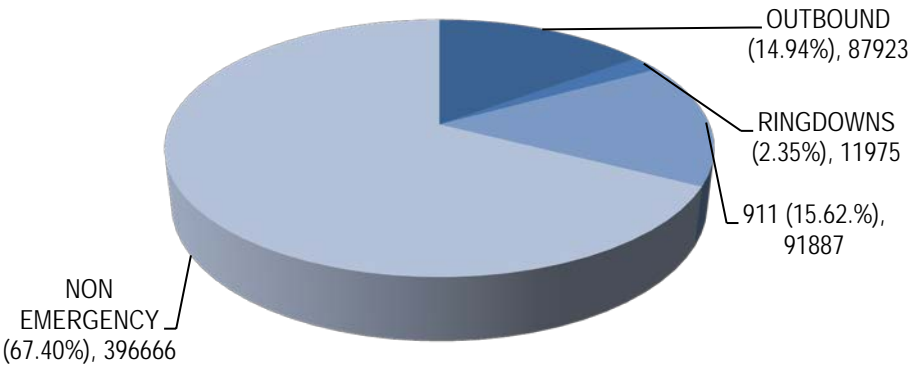


ANNUAL PERFORMANCE ACTIVITIES SUMMARY

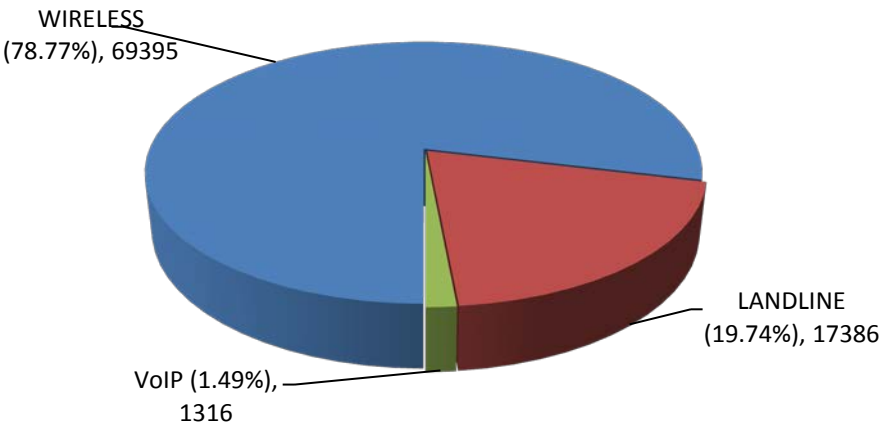
CALL VOLUMES



CALL CATEGORIES

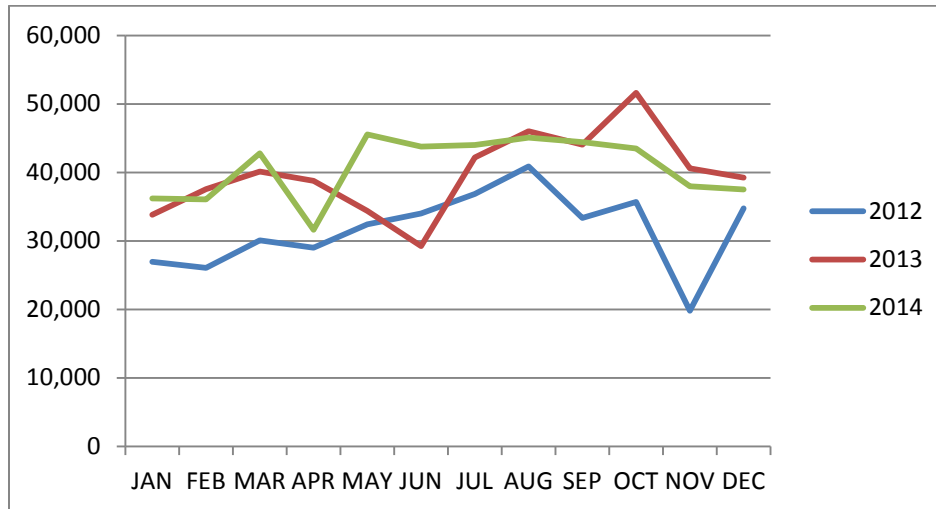


911 CALLS

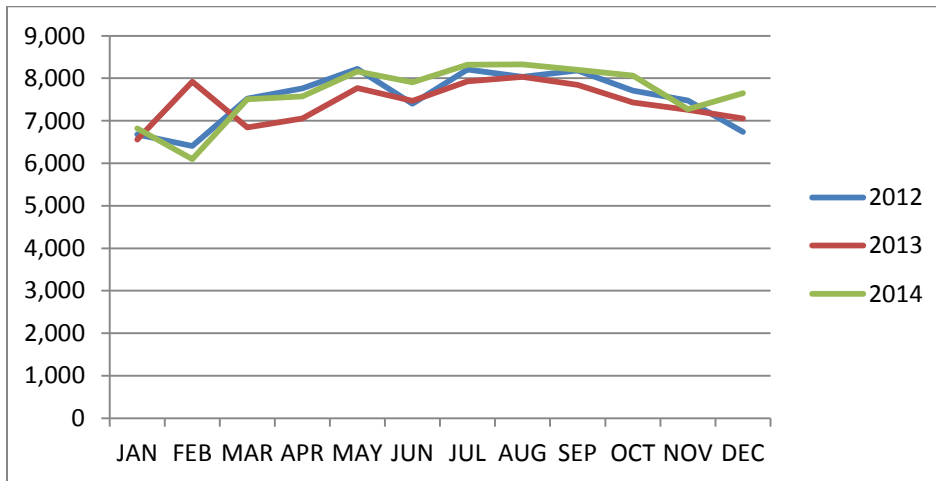


CALL VOLUME TRENDS

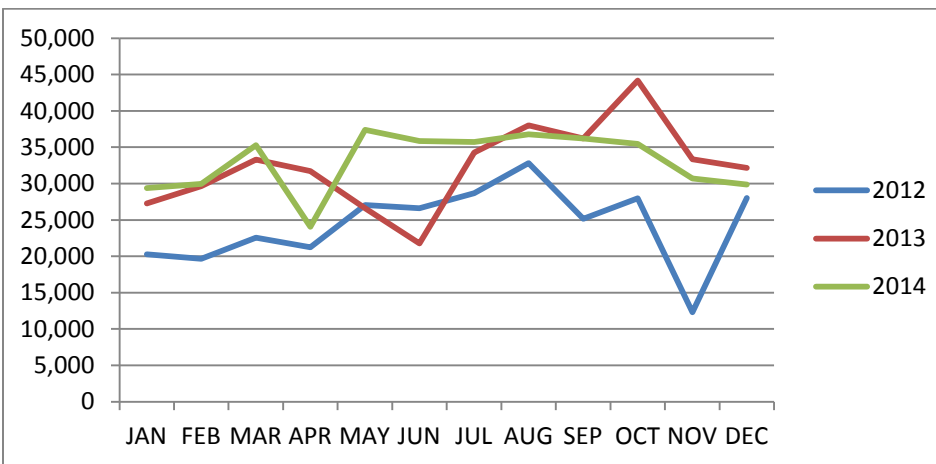
TOTAL INBOUND CALLS



INBOUND 911 TOTALS

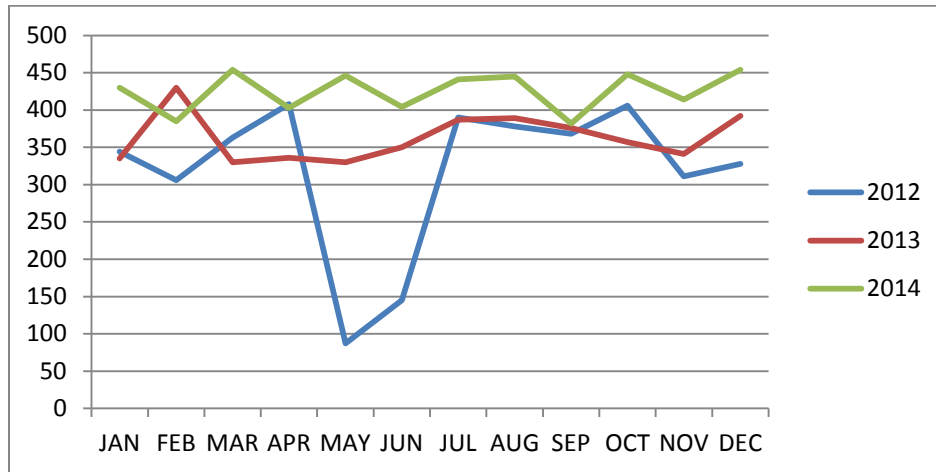


INBOUND NON 911 LANDLINES TOTAL

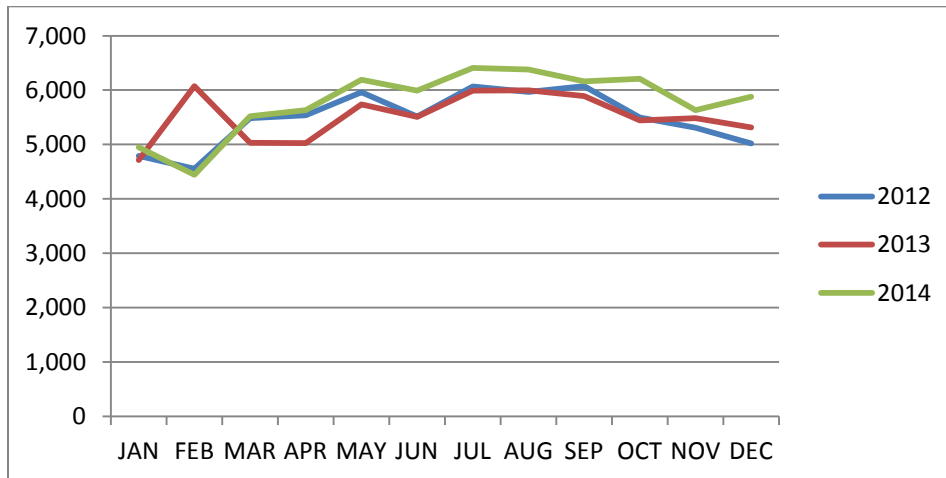


CALL VOLUME TRENDS

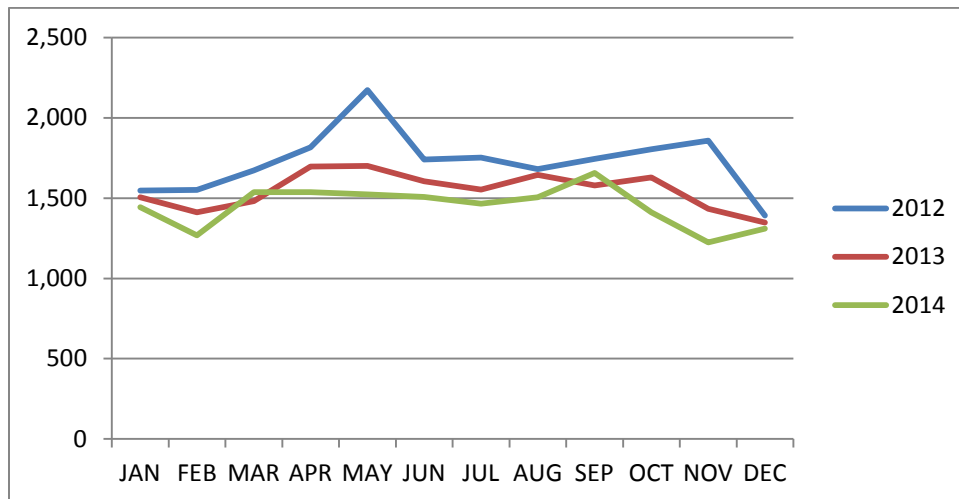
INBOUND 911 VOIP



INBOUND 911 WIRELESSES

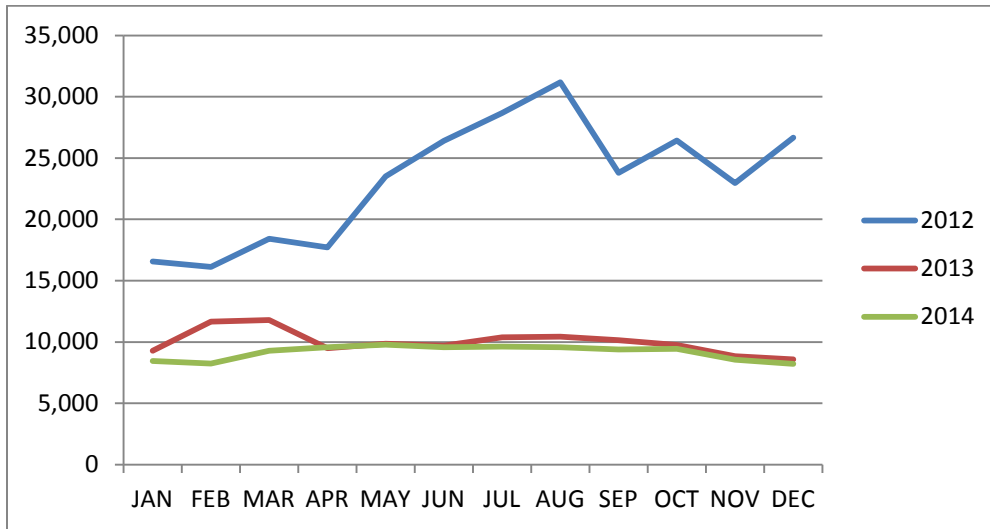


INBOUND LANDLINE 911

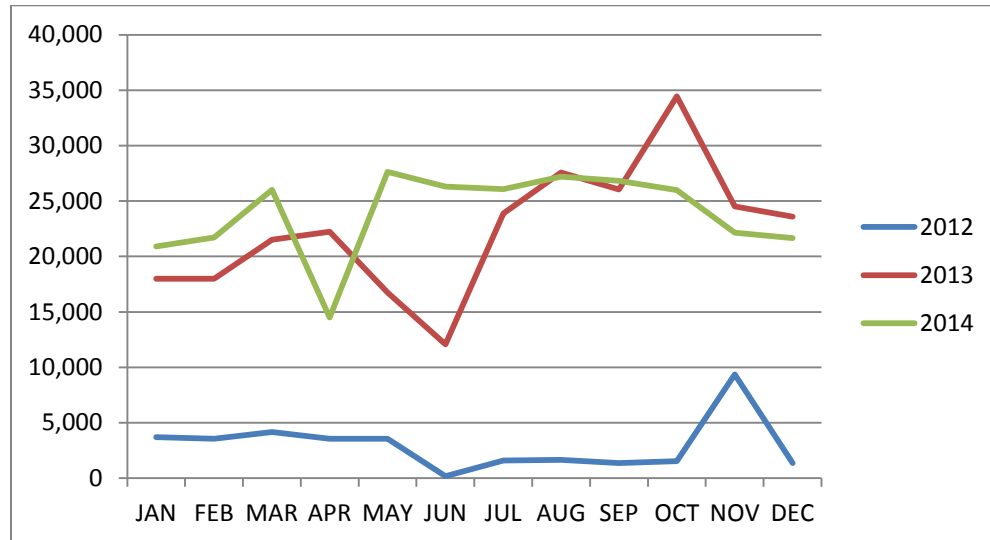


CALL VOLUME TRENDS

INBOUND LANDLINE 6000

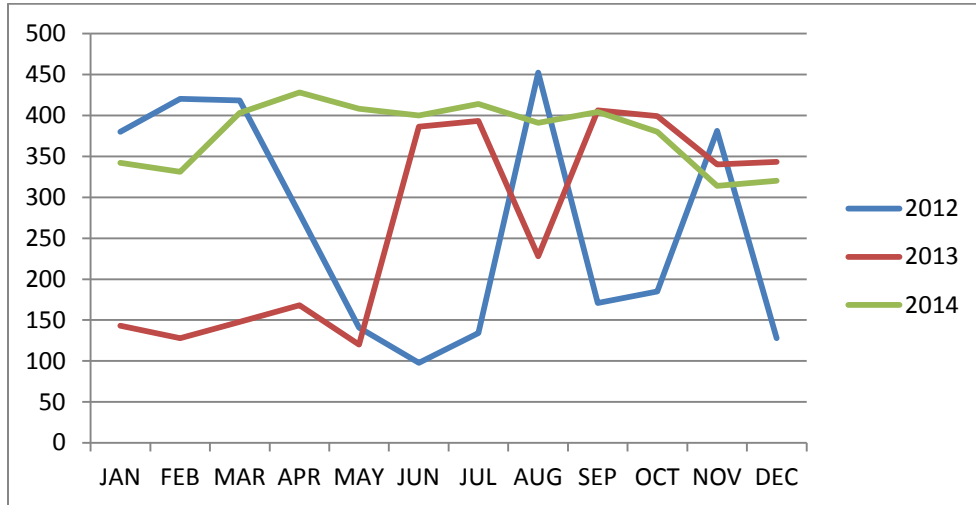


INBOUND OTHER NON 911 LANDLINES

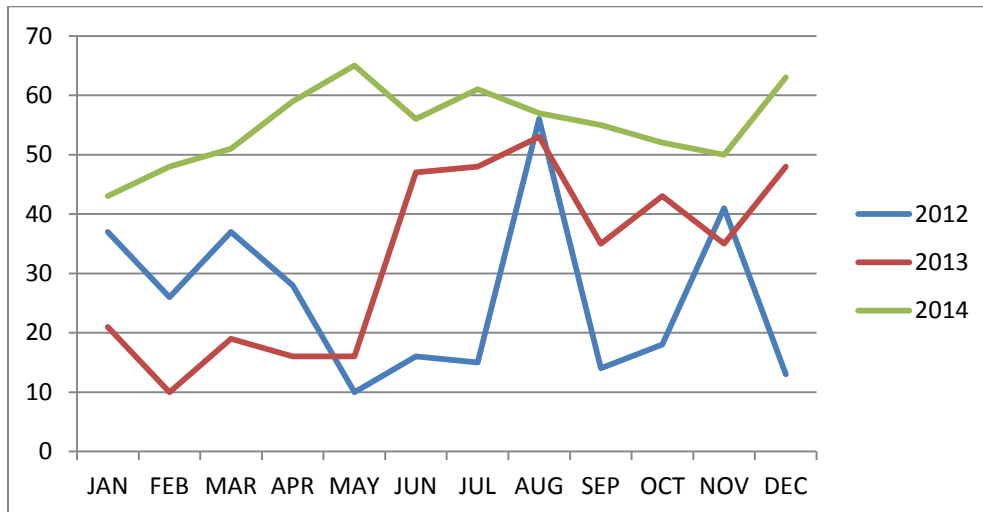


ABANDONED CALL VOLUME TRENDS

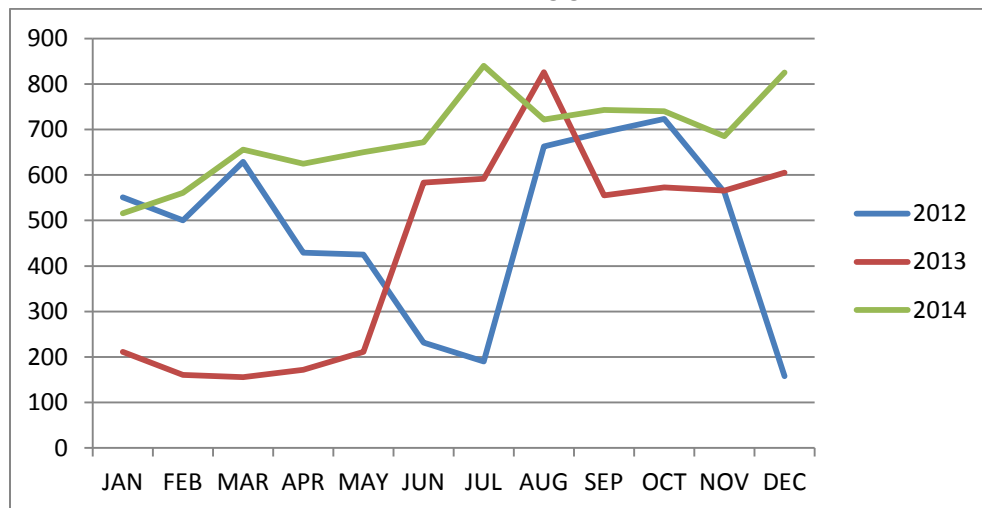
LANDLINE 911



VOIP

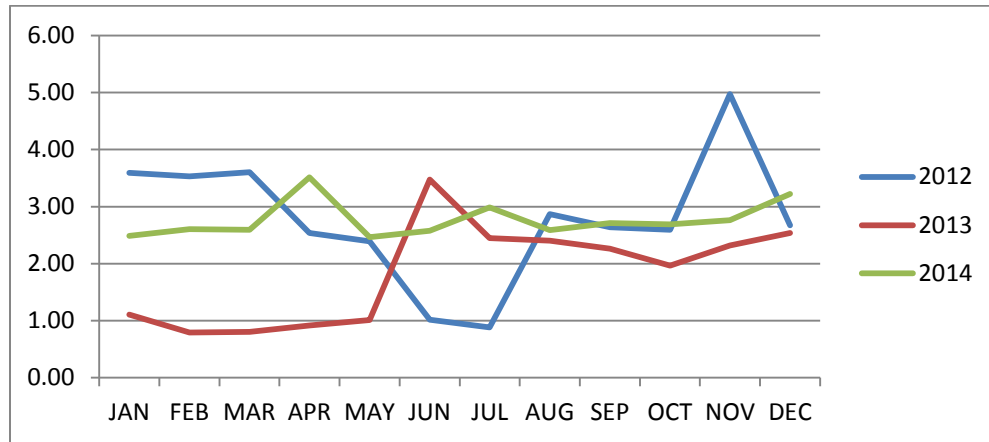


WIRELESS



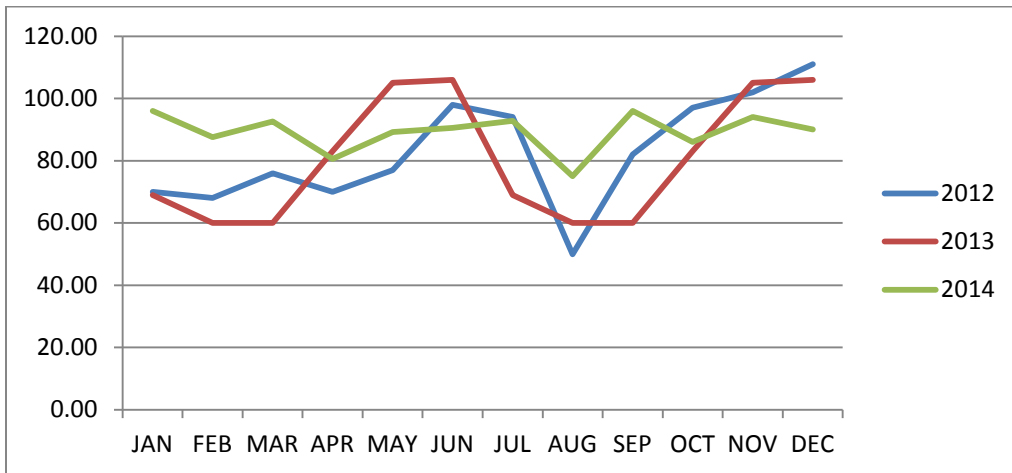
ABANDONED CALL VOLUME TRENDS

ABANDONMENT PERCENTAGES

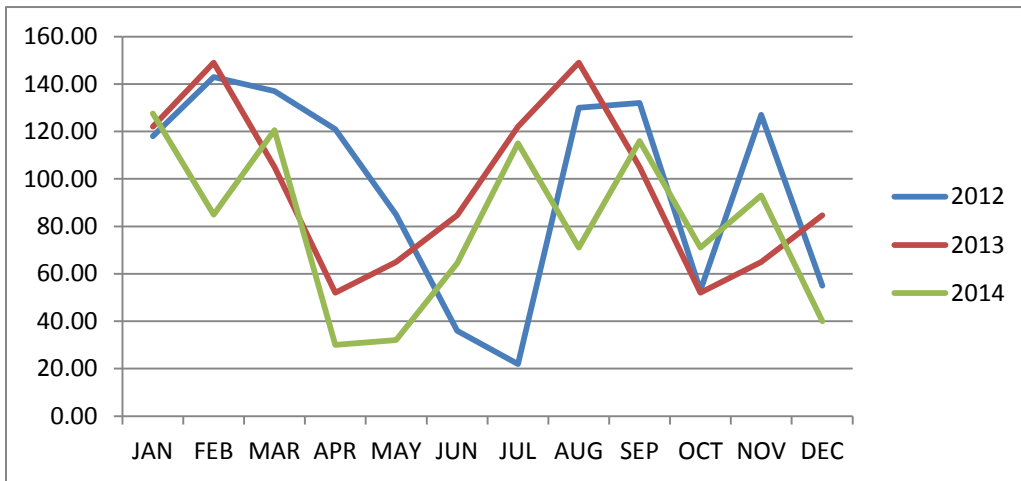


CALL DURATION TRENDS (IN SECONDS)

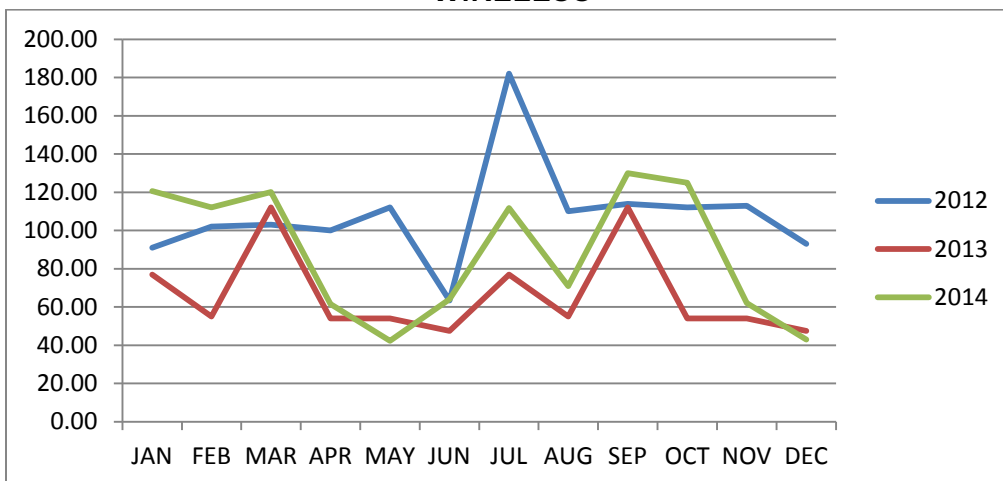
LANDLINE 911



VOIP



WIRELESS



SYSTEM TECHNOLOGY SUMMARY – 2014

2014 has proved to be a busy year for our Center. Throughout the year we continue to upgrade existing programs and incorporate new programs in order to provide the best technology available. We strive to give our dispatchers the tools and solutions so they may perform their job quickly, efficiently, and accurately.

A few of the projects we have been working on, and continue to work on in 2015, are electronic mapping which is interfaced with our CAD system. Preparing for another upgrade to ProQA, our medical program in which our dispatchers walk callers through a set of questions prior dispatching medical personnel. We are also working with PulsePoint to implement the app in Lincoln in early spring 2015. PulsePoint allows citizens to assist others in the community by making them aware of AED's in the event of a medical emergency.

The Lincoln Emergency Communications Center (LECC) processed 488,553 emergency and non-emergency telephone calls during 2014. These telephone calls resulted in 377,853 calls for service from user agencies and citizen requests, and 324,273 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	28,822	28,822	1,905	1,905	30,727	30,727
February	25,077	53,899	1,719	3,624	26,796	57,523
March	30,242	84,141	2,257	5,881	32,499	90,022
April	30,339	114,480	2,108	7,989	32,447	122,469
May	32,513	146,993	2,089	10,078	34,602	157,071
June	30,199	177,192	2,023	12,101	32,222	189,293
July	31,233	208,425	2,134	14,235	33,367	222,660
August	30,511	238,936	2,104	16,339	32,615	255,275
September	31,453	270,389	2,119	18,458	33,572	288,847
October	29,578	299,967	2,003	20,461	31,581	320,428
November	26,657	326,624	1,961	22,422	28,618	349,046
December	26,784	353,408	2,023	24,445	28,807	377,853
TOTAL	353,408	353,408	24,445	24,445	364,356	377,853

As a further service, LECC routinely provides copies of audio recordings of calls for use in training and legal proceedings. In 2014, there were 788 requests for recordings representing a 23% increase from 2013 (613 requests). At an average of 15 minutes per audio request to create the resulting file that equates to 197 hours or 24.63 - 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 80% compliance during probation and 90% thereafter. The second is a monthly average of 120 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	VOIP 911	LANDLINE (6000)	LANDLINE (OTHER)	TOTAL NON 911 LAND LINES	PRIVATE LINES/ OUTBOUND	RINGDOWNS
JAN	36192	4948	1443	430	8451	20920	29371	6836	1015
FEB	36059	4444	1268	385	8247	21715	29962	6394	929
MAR	42795	5518	1536	454	9280	26007	35287	7665	983
APR	31648	5633	1537	403	9575	14500	24075	7421	1096
MAY	45560	6191	1523	446	9768	27632	37400	8321	1191
JUN	43774	5993	1506	404	9578	26293	35871	7446	901
JUL	44025	6410	1466	441	9632	26076	35708	7492	869
AUG	45093	6377	1504	445	9569	27198	36767	7842	1181
SEP	44421	6159	1657	382	9388	26835	36223	7816	1103
OCT	43505	6206	1412	448	9440	25999	35439	7332	1091
NOV	37964	5634	1225	414	8553	22138	30691	6606	963
DEC	37517	5882	1309	454	8208	21664	29872	6752	653
TOTAL	488553	69395	17386	5106	109689	286977	396666	87923	11975

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	342	
	WIRELESS	516	
	VOIP	43	2.49
FEB	LANDLINE	331	
	WIRELESS	561	
	VOIP	47	2.61
MAR	LANDLINE	403	
	WIRELESS	656	
	VOIP	51	2.59
1ST QUARTER		2951	2.56
APR	LANDLINE	428	
	WIRELESS	625	
	VoIP	59	3.51
MAY	LANDLINE	408	
	WIRELESS	650	
	VOIP	65	2.46
JUN	LANDLINE	400	
	WIRELESS	672	
	VoIP	56	2.58
2ND QUARTER		3363	2.85
JUL	LANDLINE	414	
	WIRELESS	840	
	VOIP	61	2.99
AUG	LANDLINE	391	
	WIRELESS	722	
	VoIP	57	2.59
SEP	LANDLINE	404	
	WIRELESS	743	
	VoIP	55	2.70
3rd QUARTER		3687	2.76
OCT	LANDLINE	380	
	WIRELESS	740	
	VOIP	52	2.69
NOV	LANDLINE	314	
	WIRELESS	685	
	VoIP	50	2.76
DEC	LANDLINE	320	
	WIRELESS	825	
	VoIP	63	3.22
4TH QUARTER			2.89
ANNUAL AVERAGE			2.77

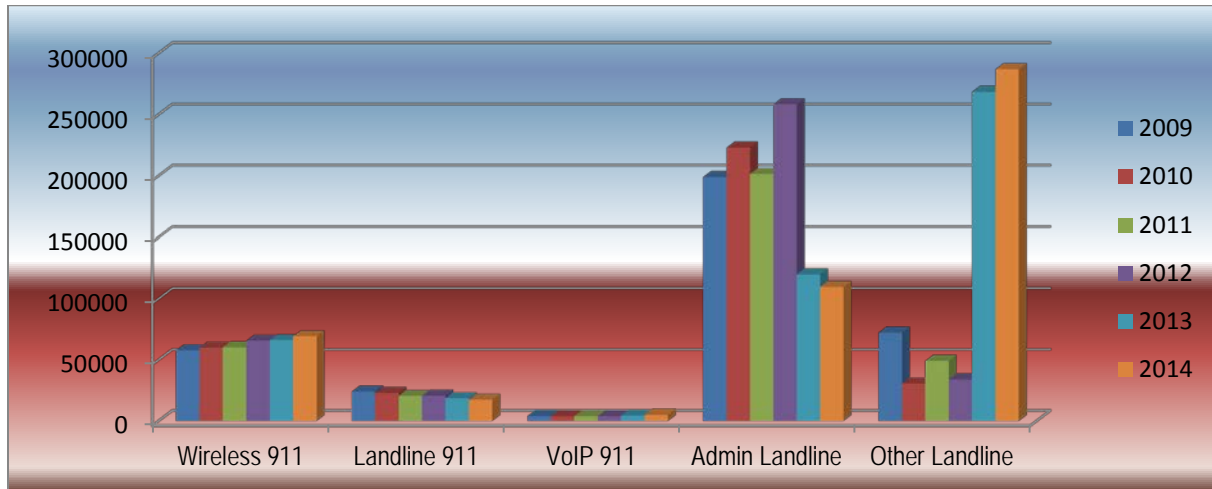
911 RINGTIMES AND CALL DURATION

Monthly average 911 ring time (with an expectation of 10 seconds or less) and average call duration (with a goal 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.

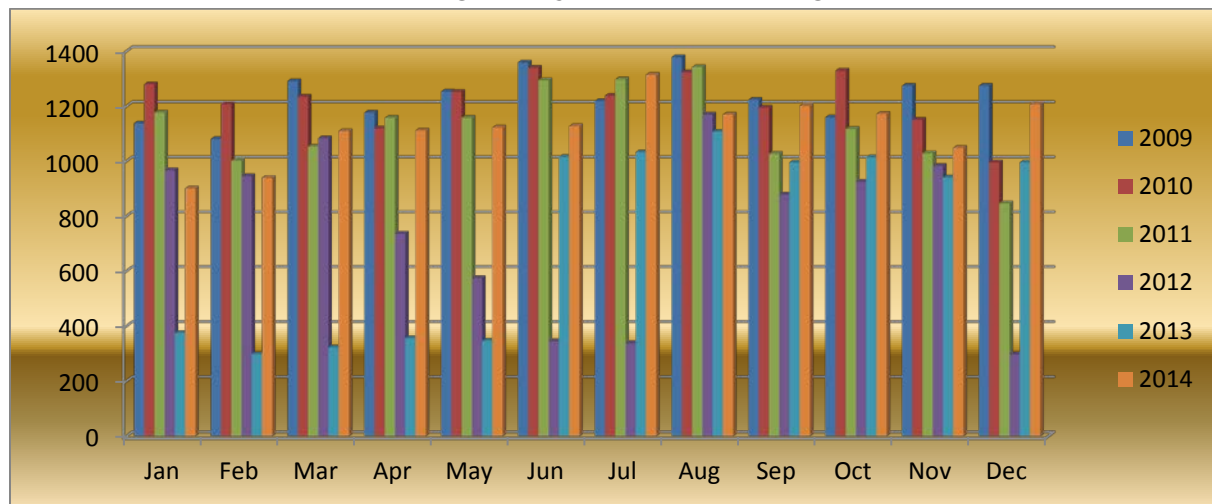
MONTH	SOURCE	AVERAGE RING TIME (IN SECONDS)	AVERAGE CALL DURATION BY LINE TYPE (IN SECONDS)	AVERAGE CALL DURATION FOR THE MONTH (IN SECONDS)
JAN		5		
	LANDLINE		96	
	WIRELESS		121	
	VOIP		128	114.69
FEB		5		
	LANDLINE		88	
	WIRELESS		112	
	VOIP		85	94.87
MAR		5		
	LANDLINE		93	
	WIRELESS		120	
	VOIP		121	111.08
1ST QUARTER				106.88
APR		5		
	LANDLINE		81	
	WIRELESS		62	
	VOIP		30	57.39
MAY		5		
	LANDLINE		89	
	WIRELESS		42	
	VOIP		32	54.50
JUN		5		
	LANDLINE		91	
	WIRELESS		64	
	VOIP		65	73.03
2ND QUARTER				61.64
JUL		5		
	LANDLINE		93	
	WIRELESS		112	
	VOIP		115	106.5
AUG		5		
	LANDLINE		75	
	WIRELESS		71	
	VOIP		71	72.24
SEP		5		
	LANDLINE		96	
	WIRELESS		116	
	VOIP		130	114.21
3RD QUARTER				97.65
OCT		5		
	LANDLINE		86	
	WIRELESS		125	
	VOIP		74	93.97
NOV		5		
	LANDLINE		94	
	WIRELESS		62	
	VOIP		93	83.18
DEC		5		
	LANDLINE		90	
	WIRELESS		43	
	VOIP		40	57.43
4TH QUARTER				78.19
2014 TOTAL				86.09

PERFORMANCE MEASUREMENT COMPARISONS

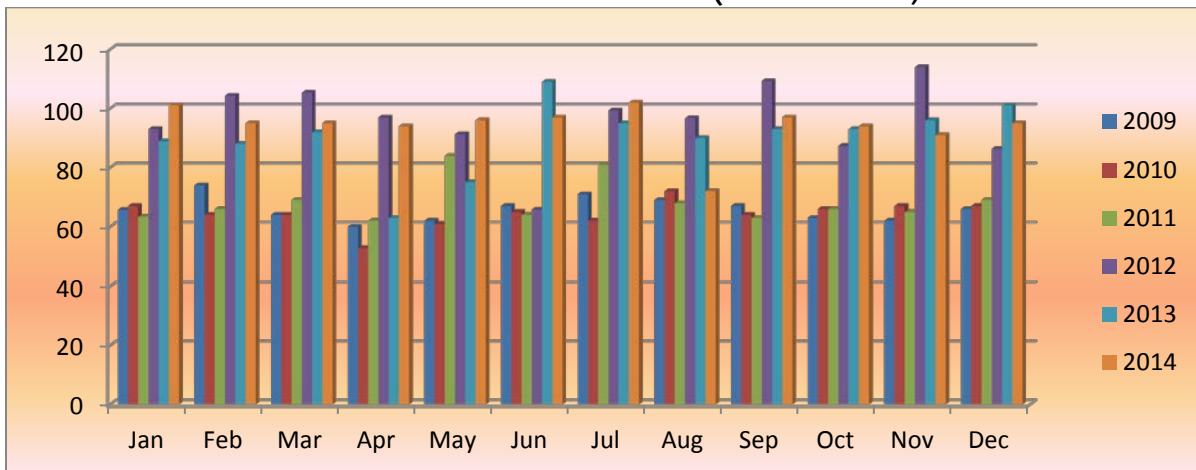
CALLS BY CATEGORY



ABANDONED CALL RATE BY MONTH



AVERAGE CALL DURATION (IN SECONDS)



NCIC / CHANNEL 50

Broadcasts Created: 5104
NCIC Entries Created: 1834 (372 current and 1462 cancelled)
Criminal Histories: 1900
Teletypes/QQQ Messages Sent: 2014

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	N/A	
FEB	N/A	
MAR	N/A	N/A
APR	N/A	
MAY	N/A	
JUN	N/A	N/A
JUL	75.25%	
AUG	75.99%	
SEP	80.51%	76.25%
OCT	79.78%	
NOV	81.24%	
DEC	82.99%	81.00%
ANNUAL AVERAGE		N/A

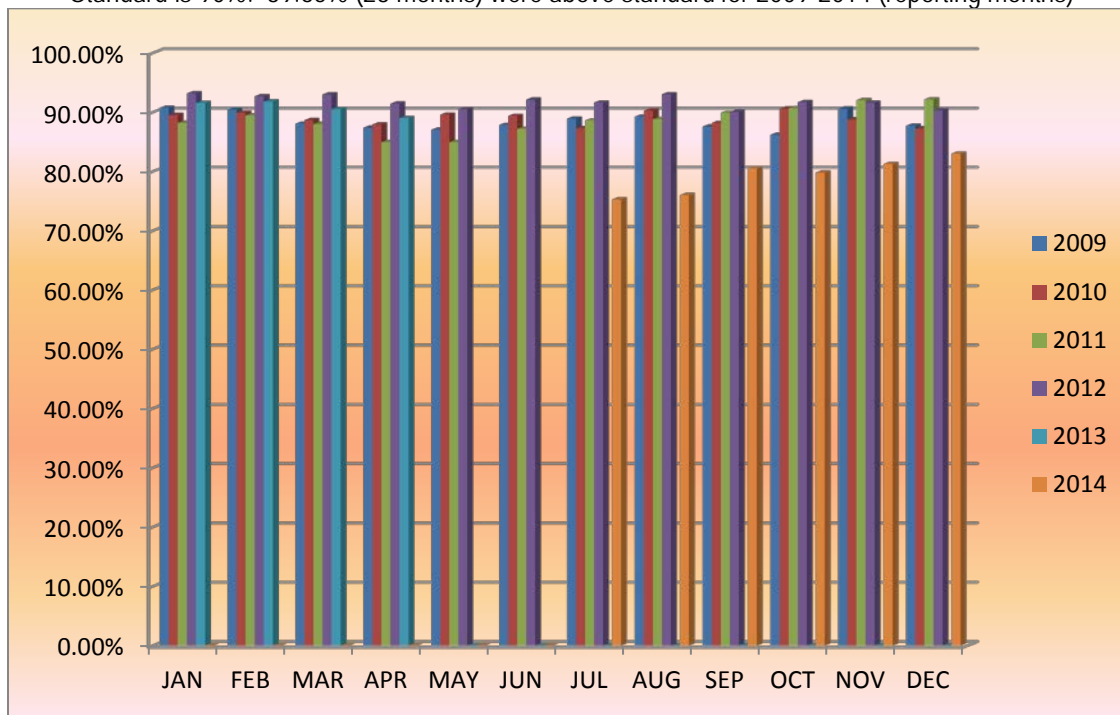
AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

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 IN SECONDS
JAN	27.95	
FEB	29.69	
MAR	28.00	28.54
APR	39.07	
MAY	32.46	
JUN	30.00	33.84
JUL	28.71	
AUG	38.33	
SEP	37.06	34.70
OCT	23.69	
NOV	36.33	
DEC	40.60	33.54
ANNUAL AVERAGE		32.66

EMERGENCY MEDICAL DISPATCHER (EMD) AVERAGE COMPLIANCE RATING

Standard is 90%. 39.65% (23 months) were above standard for 2009-2014 (reporting months)

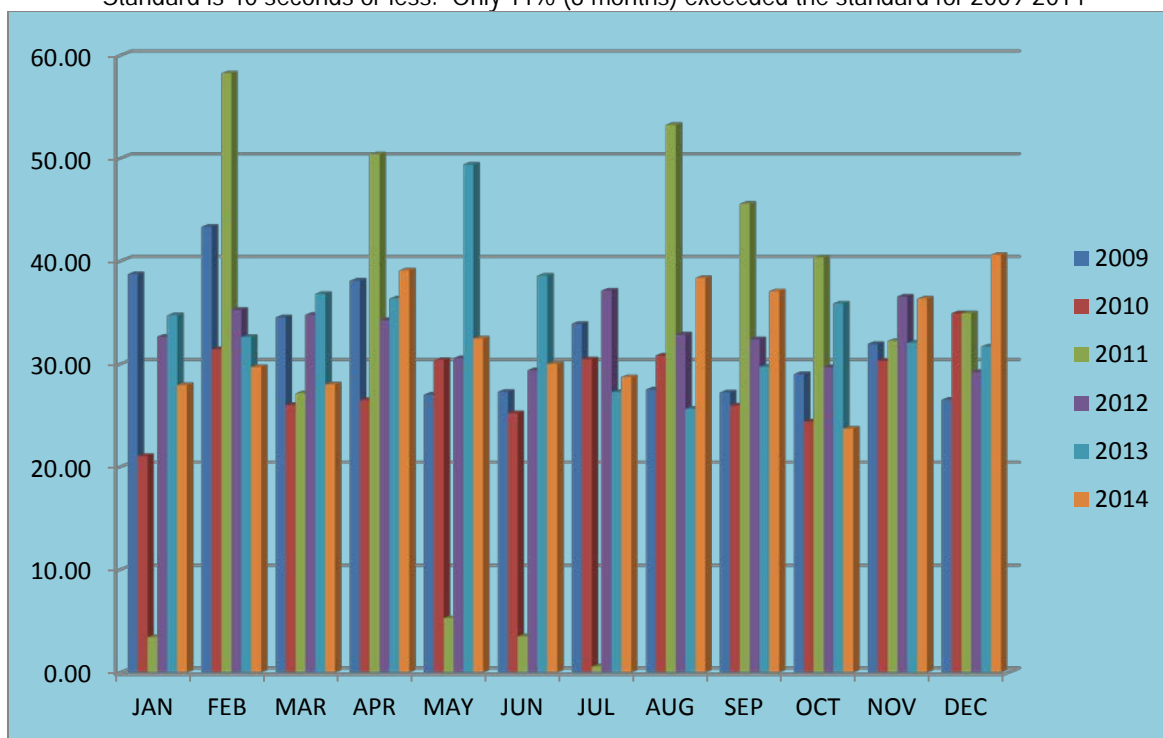


The 1st half data for 2014 is not available as a new program was being evaluated and tested during this time

AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

Standard is 40 seconds or less. Only 11% (8 months) exceeded the standard for 2009-2014

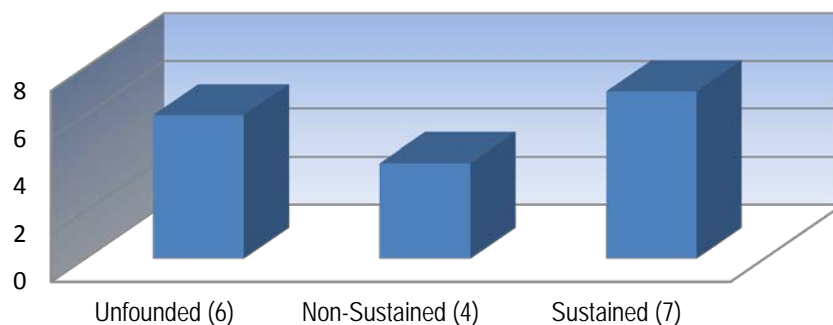
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COMPLAINTS

The Emergency Communications Center received 17 citizen complaints during 2014. 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 2014



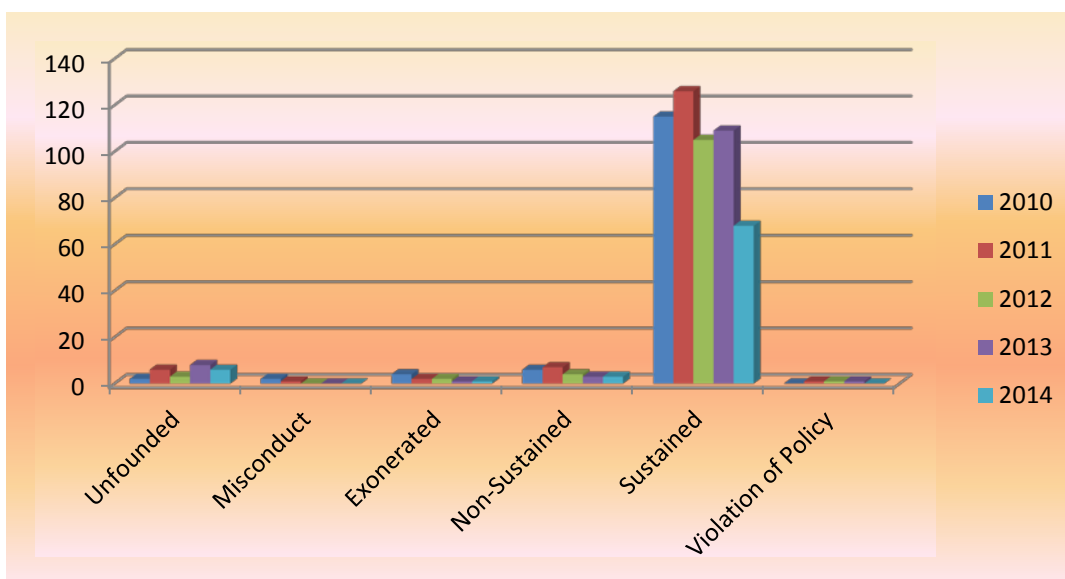
Unfounded-The complaint is false or not factual; the incident did not occur as reported and there was no misconduct/error.

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.

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

Comparison by Year



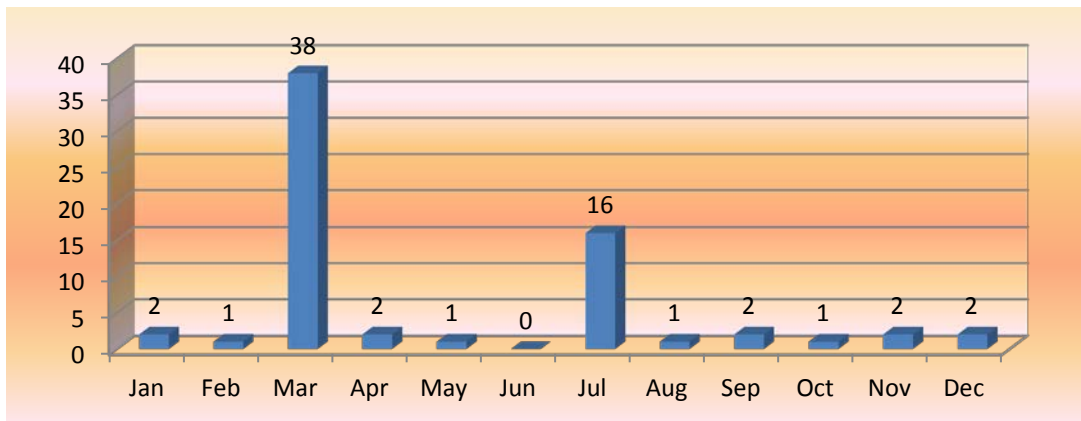
COMMENDATIONS

There were 68 commendations received by Lincoln Emergency Communications Center personnel during 2014 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	3	Mark Murphy	1
Alison Young	2	Jodi Standley	1	Matt Buser	1
Amy Meier	5	Justin Cerra	3	Mindy Streeter	1
Brandi Rexinger	1	Karen Cates	1	Paige Eastman	3
Brenda Roby	1	Kari Byers	3	Patrick Delaney	1
Bryan Kelly	1	Katherine Schrum	1	Sara Prewitt	1
Cary Steele	2	Kelly Davila	1	Shasta Starkey	5
Christie Harmon	1	Kelsie Schumacher	5	Steve Phillips	2
Danelle Oliver	2	Kristy Jackson	2	Taylor Schreiter	2
David Rood	3	Leslie Novak	1	Thomas Thornton	2
Jamie Russell	2	Lori Yaussi	1	Tracey Scissors-Domgard	5

COMMENDATIONS by MONTH



March's high count includes 11 dispatchers receiving commendations for their work on a major grass fire north of Branched Oak Lake and 8 dispatchers for their work on 2 robberies and a 2 alarm house fire.

July's high count includes 13 dispatchers receiving commendations for their work on a very busy night of extremely above normal radio traffic and incoming calls for assistance.

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 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 - 2014

MULTI AWARD WINNER

Dispatcher of the Year

Trainer of the Year

Lisa Pachunka



Also receiving awards were Amanda Graham, University of Nebraska/Lincoln Communications Unit (l) and Matt Brown - Nebraska State Patrol Communications Division, shown here with Lisa Pachunka - Lincoln Emergency Communications Center.

Lisa Pachunka, an Emergency Services Dispatcher II with the LECC, was recognized on May 16, 2014, 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.

The 2013 Trainer of the Year was also awarded in 2014 to Lisa Pachunka. 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. Lisa has worked hard to ensure our trainees are provided with accurate information giving them every opportunity to learn valuable skills. Lisa's approach shows her dedication to helping new staff succeed.

MAYOR'S AWARD



Megan Ellis, a former Emergency Services Dispatch Supervisor in the Communications unit of the Police Department, was presented the Mayor's Award of Excellence for the month of April by Mayor Beutler at the May 12, 2014 City Council meeting. The monthly award recognizes City employees who consistently provide exemplary service and work that demonstrates personal commitment to the City.

Ellis worked for the City from 2005 thru June 2014. She was nominated for creating a new procedure for communicating information to the County Attorney's office.

As a service to its user agencies, the Center routinely provides copies of audio recordings of calls for use in training, methods improvement and legal proceedings. Most of these requests come from the Lancaster County Attorney's Office. Over the last three years, this unit had averaged 900 requests per year from the public and user agencies, including the County Attorney. Creating an audio file takes an average of 20 minutes, so this task takes about 300 hours a year, equal to about 38 eight-hour shifts.

To save time, Ellis took the initiative to create a new procedure for the County Attorney's office to request recorded audio evidence in domestic abuse cases. The previous procedure required a Center supervisor to research the information provided, retrieve the audio, burn it to a CD, print a label, and create a cover memo listing the call taker and radio dispatcher. This information was then sent through the interoffice mail to the requesting County Attorney.

The new process uses electronic file sharing. Requests are placed in a shared folder on the City network, and the retrieved audio file is then placed in the same shared folder for the County Attorney's office. It's estimated that the new process will cut the supervisor's preparation time in half. It also eliminates the cost of CDs and labels.

BRYAN HEALTH CENTER 2014 TRIBUTE TO TRAUMA CHAMPIONS



Emergency Services Dispatchers Kari Byers (l), Brent Molthan, and Jessica Johnson (r)

On April 24th, Bryan Health Center held its sixth annual Tribute to Trauma Champions. This event honored the dedicated professionals involved in saving the lives of Rod Krogh and Cindy Renner. Congratulations to Kari Byers, Brent Molthan, and Jessica Johnson on their 2014 Trauma Champions Award – well deserved!

ACCREDITATION



(l to r) Craig Hartley Executive Director CALEA, James Peschong Chief Lincoln Police Department, Brenda Roby Accreditation Manager, Lincoln Emergency Communications Center (LECC), Lindsay Scheer Accreditation Manager, LECC, Julie Righter Dove Communications Coordinator, LECC, JoAnne Monroe APCO International, Grayson Robinson CALEA Chairman

Lincoln Emergency Communications Center began its initial accreditation process with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) in August 2001. The accreditation program requires agencies to comply with up to 218 standards in seven basic areas: organization, direction and authority, human resources, recruitment and selection, training, operations, and critical incidents. Lincoln is one of the few cities in the United States that Police, Fire and Communications have received national accreditation. The LECC became the 13th Public Safety Answering Point to receive national accreditation at the Cleveland conference in July 2002.

Accreditation is awarded for three years, during which time Accreditation Manager, Lindsay Scheer, must submit annual reports attesting to continued compliance with the standards under which we were initially accredited. Communication Coordinator Julie Righter Dove describes accredited status as having brought greater consistency to LECC operations and services. Noting "We've put into place what we said we were going to do." Coordinator Righter cited as an example the implementation of the Employee Incident Report and the resulting consistency among supervisors in their disciplinary responsibilities.

As part of the continuing assessment process Assessors, Assistant Chief Brett West of the Gwinnett County Police Department in Lawrenceville, GA, and Public Safety Communications Administrative Manager Mark Theurer of Plano Public Safety Communications, Plano, Texas arrived June 8, 2014 to examine all aspects of Lincoln Emergency Communications Center's policy, procedures, management and operations. They reviewed written materials, interviewed individuals, and visited offices, tower sites, and other locations where compliance was witnessed. LECC was found to be in compliance with all applicable standards and received their 5th award at the CALEA conference in Albuquerque, NM in November 2014.

Lincoln Emergency Communications Center is a member of the Public Safety Communications Support Network (PSCASN) which was created as a support system for agencies in the accreditation program. Coordinator Julie Righter Dove is one of 21 CALEA Commissioners from across the United States of varying backgrounds as set forth by CALEA's founding members the International Association of Chiefs of Police (IACP), National Organization of Black Law Enforcement (NOBLE) and Police Executive Research Forum (PERF).

PUBLIC EDUCATION

The Lincoln Emergency Communications Center (LECC) has been very involved in educating the community through job shadows, sit-a-longs, presentations, tours, open houses, and other large community events. Just to name a few we have seen: scout troops, user agencies, multiple elementary and high school students of Lincoln and Lancaster County, senior centers, other non-user city and county agencies, and several other community organizations. When possible, members of the Public Education Committee attend community safety fairs and Lancaster County Rural Volunteer Fire Department open houses as well.

For the past several years, the LECC has partnered with Bryan Health's Nursing Program to provide additional education prior to graduation through time spent doing sit-a-longs. We have also opened our job shadowing opportunities with Lincoln Public Schools for interested high school students to sit-a-long and see "up close" what it would be like to work at 911. Sit-a-longs and job shadowing are similar in that the guest gets to see and experience in real life time what happens in our community and to begin to understand the knowledge, experience, and education a dispatcher must have to be successful in the job.

Our committee members provide presentations comprised of valuable information on how to use the 911 system to people of all ages and cater each presentation individually based upon the venue and type and age of attendees. Hundreds of people within the community have used the LECC's 911 Call Simulator to make "practice" 911 calls at these events. Committee members provide education in the areas of identifying an emergency, how to dial 911 and what to expect once 911 has been dialed.

The LECC 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 major problems or concerns were voiced to our members other than trying to get a cell phone type of simulator instead of the one that we possess so that the simulation is more up to date with today's technology. We will be researching more advanced simulators to see if we can find one that is more current than a land line phone. Many citizens thanked us for being involved in the community and doing an excellent job.

A special thank you goes out to the Public Education Committee members for their time, dedication to the community and to public safety: Brenda Roby, Brent Molthan, Cary Steele, Jamie Russell, Jessica Johnson, Leslie Novak, Shasta Starkey, Steve Phillips, and Tracey Scissors-Domgard.

COMMUNITY

Emergency Communications / 911 Center Participates in the Ice Bucket Challenge



(l to r): Lindsay Scheer Quality Assurance Coordinator; Jaime Johnson ESD II; Kelsie Schumacher ESD I; Sharon Coad Communications Supervisor, Cary Steele ESD II, and Leslie Novak ESD II

The Lincoln Emergency Communications Center participated in the ALS Ice Bucket Challenge on August 20th, 2014 after being challenged by Raymond Fire and Rescue. The Ice Bucket Challenge serves to promote awareness of Amyotrophic Lateral Sclerosis (ALS) and encourage donations to research. We were so glad to get a chance to participate and help to raise money to fight this disease. Thanks to everyone who donated and helped with the event. Also special thanks to Lincoln Fire and Rescue for their support role.

TELECOMMUNICATIONS

2014 continued to show a steady increase in the use of wireless cellular over landline calls as well as an 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 2 years 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 utilizes the most advanced NextGen 9-1-1 mapping application available.

On average, the LECC received over 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 April of this year the City of Lincoln entered into an Inter-local Cooperation Agreement with 14 other cities and counties' to form the Southeast Regional 911 System which resulted in creation of an RFP for a regional 911 communications network.

The cities and counties participating are: City of Lincoln, City of Beatrice, City of Falls City, City of Seward, City of Crete, Cass County, Otoe County, Fillmore County, Nemaha County, York County, Thayer County, Johnson County, Saline County, Jefferson County, and Pawnee County.

In the past 15 years, innovations in communications technology and citizen access to advanced communications 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 E911 systems have been a success story for more than 30 years, technological advances continue to push the envelope of what we can do.

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. 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 February of 2014. During this period, 166 applications were submitted for testing. Of those applicants, 78 completed the testing and a total of 23 were interviewed. 14 were given conditional offers of employment, which resulted in 8 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://www.lincoln.ne.gov/city/finance/commc/employflow.htm>

New Employee Training

The LECC New Employee Training Program consists of five program phases: Classroom, Call Take, Law Enforcement Dispatching, Fire/Emergency Medical Services (EMS) Dispatching, and National Crime Information Center (NCIC) training. 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 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.

The final phase of training is NCIC, which includes 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. This phase varies on training time, but can take up to four months to complete.

Continuing Education Training

Continuing education training is conducted regularly for all staff members. By the end of 2014, there were 56 full and part-time employees with the LECC, including management staff. The average number of training hours per employee for 2014 was 16.5.

Using a variety of local and national resources, some of the training topics offered during 2014 included:

- Washington State Criminal Justice Training Center Certified Training Officer Course.
The Communications Center transitioned its training program to a more cutting edge model which is steeped in adult learning principles, and focuses on a progressive regimen designed to train more efficiently and thoroughly.
- Nebraska Air National Guard Active Shooter Tabletop Exercise.
Several of the Communications Center staff participated in this exercise which included several public safety agencies. The exercise was designed to better prepare responders for what to expect during an active shooter event.
- Multiple Casualty Incident Functional Exercise.
Sponsored by the Lancaster County Emergency Operations Center, this training provided several of our staff members the opportunity to put their knowledge and experience to use in responding to a scenario-based multiple casualty incidents.
- TTY (Telephone Typewriter – communication device for the deaf) Refresher Training.
- Review of our Facility Emergency Plan.

Certified Trainers

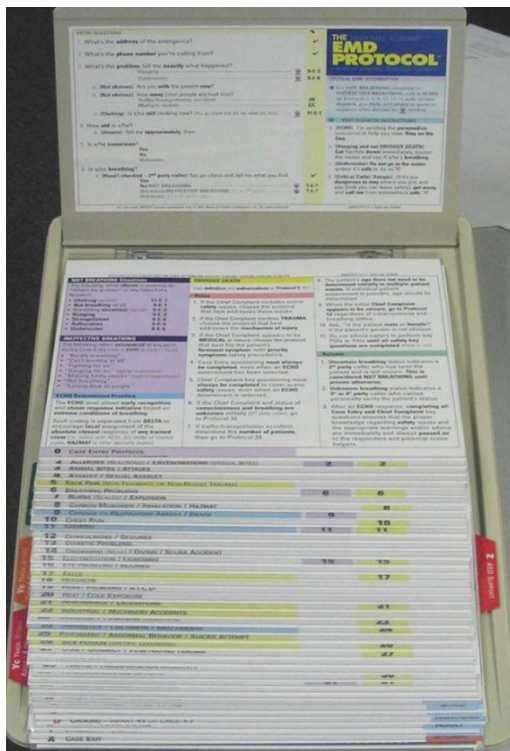
The Communications Center training program has transitioned to a cutting edge training model steeped in adult learning principles. The Adult Training Model requires documentation that includes daily journaling and a weekly coaching report in lieu of Daily Observation Reports (DOR's) and weekly supervisor ratings. Throughout 2014, the previously used training model was phased out while the new model was fully implemented. All trainers are required to complete an in-house Certified Training Officer course based on the Washington State Criminal Justice Training Center's Certified Training Officer Course.

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

EMERGENCY MEDICAL DISPATCH

Introduction

The Lincoln Emergency Communications Center (LECC) utilizes the International Academies of Emergency Dispatch system's Emergency Medical Dispatch (EMD) program to provide protocols 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 O: NAE 77 year old, Male, Conscious, Breathing.
0012000490 C: NAE - STD 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.

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 mid-2014, the LECC opted to contract with National Q, a partner with the International Academies of Emergency Dispatch, to perform EMD Quality Assurance audits. All certified EMD dispatchers receive ongoing feedback on their performance based on guidelines established by the International Academies of Emergency Dispatch and Emergency Medical Services Oversight Authority (EMSOA). Even though the National Q program evaluations are done remotely, all coordination and staff development is done locally by the Quality Assurance Coordinator.

Typically the goal compliance average is 80% for probationary employees while they continue to receive education and experience and 90% for those employees no longer in probationary status. Due to the change in EMD protocols and the change of reviewers, the LECC used the latter half of 2014 as an opportunity for employees to get acclimated to the change and focused on feedback instead of percentages of compliance with the intent on focusing more closely on both in 2015. The protocol compliance scores provided in this report are from this acclimation period.

QUALITY ASSURANCE

Introduction

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 foundation of the Quality Assurance (QA) program consists of the quality assurance record review, standardized rating guidelines and agency standard operating procedures. The standards contained in the program are designed to promote adherence to established LECC goals and procedures, facilitate the learning process for personnel, and provide a framework for continuous improvement of overall operations. The review evaluates the performance of various aspects of telecommunicator duties and is designed to aid in determining whether the processes used by the telecommunicator's are functionally efficient on a regular basis. 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 last two years including a merge with the Lincoln Police Department. With staffing and training the Center's highest priority during this time, the Quality Assurance program was temporarily suspended. In 2014, the QA program was reinstated. Each review is chosen randomly. In addition to ongoing feedback, our staff receives individualized education and group training throughout the year based on the overall findings of these reviews.

Results

The goal of the QA program is to try to do at least one review per employee per quarter. With the multiple job responsibilities of our current staff, some that do not include call take or dispatching, sometimes this is not always a possibility.

The compliance goal is based on a pass/fail rating scale. If a review is failed, the matter is discussed with the employee and filed. If the matter continues, an Action Plan with remedial training is assigned.

Even though the Quality Assurance program's intent is for positive employee development, any serious policy violations still may be referred for disciplinary action per the LECC's disciplinary process. The results of these reviews help indicate whether the dispatchers are achieving a desired level of work performance and overall satisfactory customer service. There were no Quality Assurance reviews that resulted in disciplinary action.

LINCOLN INCIDENT DISPATCH TEAM

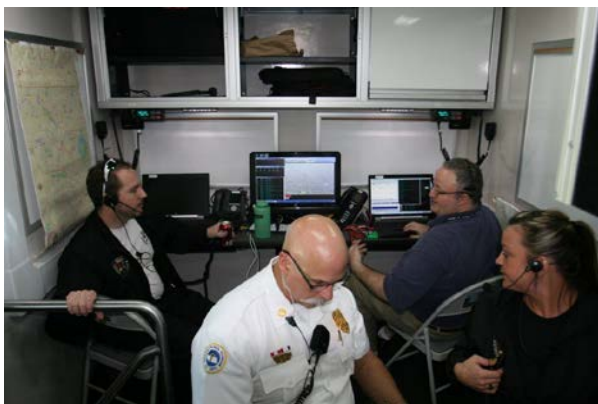


The Lincoln Emergency Communications Center has an established 7-member Incident Dispatch Team (IDT) for deployment to major incidents. Additionally, the IDT provides on-scene communications support for pre-planned events and special details often functioning in a command post environment.

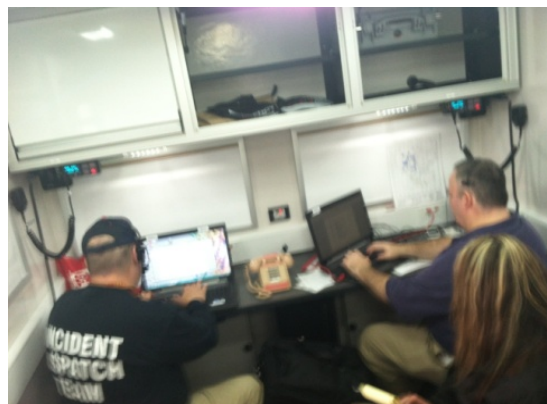
During 2014, the team recorded the following activity: 1- 2nd Alarm Fire, 1-City-wide Warrant Detail, 1- Lincoln Marathon Command, 1-Concert, 2- EOC Activations, 3- Tabletop exercises, 1- Active Shooter functional exercise, 1-Winter Weather functional exercise and Chempack training.

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 and members frequently serve as tactical dispatchers for law enforcement special details and various special events with significant involvement in the planning process.

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

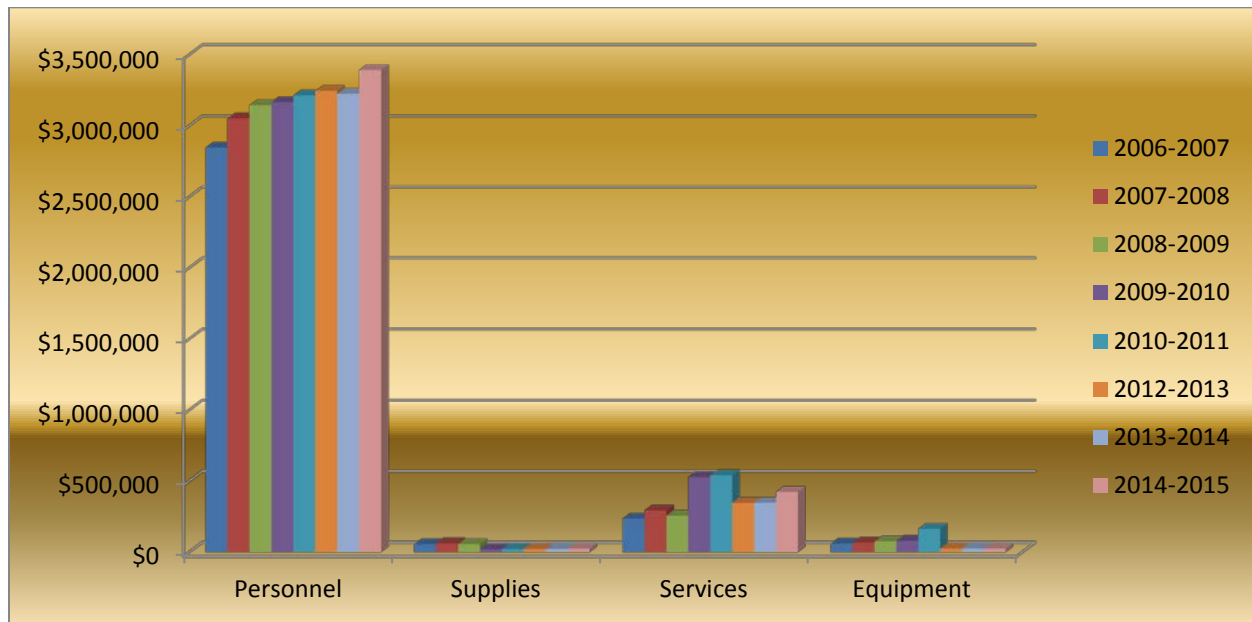


Incident Dispatchers Molhan, Steele and Ellis handle communications for the Lincoln Marathon (Pictured with LFR Battalion Chief Brad Thavenet)



Incident Dispatchers Phillips and Steele handle communications during the ANG Active Shooter exercise on April 24, 2014

EMERGENCY COMMUNICATIONS CENTER BUDGET



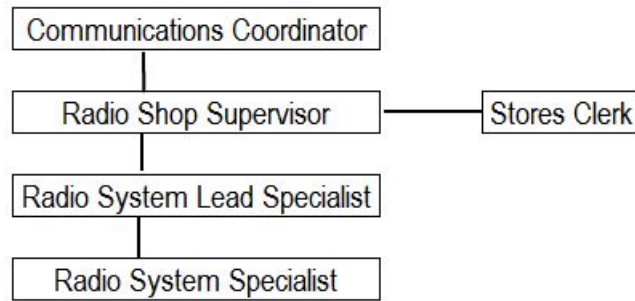
ANNUAL BUDGETS

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	\$3,641,014
2014-2015	\$3,866,303

Radio Shop



ORGANIZATIONAL CHART



PERSONNEL ALLOCATION - 2014

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 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

With the new radio system becoming a reality, the Radio Maintenance section is focused primarily on two things: maintaining systems that will go forward in the future as well as helping usher in the next generation of 2-way radio system. The current radio system has been operating very well for some time. Many of the problems related to quality have involved power system infrastructure and have now been resolved. Though routine maintenance still occurs on the system, many “phantom” bugs seemed to have disappeared by upgrading multiplex equipment power. Subscriber equipment, on the other hand, is not aging quite so gracefully. We continue to find many portables dangerously out of equipment specifications.

In-Building Systems:

Several buildings around the City of Lincoln use amplifier systems to boost our signal inside their facility. The number of bi-directional amplifiers continues to grow as we identify areas in need of coverage and funding allows. In some cases, such as LPS High Schools, these systems are maintained by the customer. But in many cases, such as health care facilities, the Radio Shop tests and maintains them. In the last year the FCC has also required those systems to be registered which the Radio Shop has done.

Lincoln Hospitals:

This year our team spent several hours ensuring responders could communicate well with area healthcare facilities. Structures like hospitals are simply too dense to penetrate with any wireless signals. Complex amplifier systems are used to deliver signals so people can talk in and out of these areas.

- At Bryan Health West, we evaluated degraded performance for LPD in certain areas. Filters were returned to the Radio Shop and re-tuned to better accept the newer spectrum used on the City's system.
- Bryan Health East is constructing a new Emergency Department. This will require them to move their current ER operations to an interim area. For us, this means ensuring that both areas are well served for Ambulance communications and any Law Enforcement response into those areas. As demolition proceeds, our staff protects systems that must continue to operate.
- Lincoln Fire is now transporting to Nebraska Heart Hospital. Getting NEHH up was reasonable easy, much of this effort was our staff changing the programming in LFR's radios to make this link possible.

Jail Communications:

Corrections buildings and Hospitals have one thing in common: no radio signal can penetrate reinforced structures such as those. Just like hospitals, radio coverage has to be designed into these structures. Both jails, as well as the Youth Service Center, keep their radios very busy around the clock thanks to the amplifier systems at all those areas. The YSC and 10th Street facility provide indoor coverage for all radios. Unfortunately, the new West O facility only supports Lincoln and Lancaster radios with coverage in the booking and transport areas. We continue to devote time to keeping the West O units running as well as the redesign at the old jail.

Memorial Stadium:

UNL Police and LFR are both active clients on the City Radio system. As their roles evolve for home Husker football games, new systems are needed to allow our radios to operate safely inside the structure. We consulted with a local vendor on interim coverage solutions until UNL can complete its campus-wide signal distribution system (DAS).

Cellular:

The Radio Shop also maintains a few indoor amplifiers for cellular coverage as well. Both the main and backup 911 facilities have indoor solutions to provide service to most cellular devices operating in those areas. Although both cell amps are small, LPD Criminal and Investigator offices are also covered by the system downtown.

Radio System Replacement:

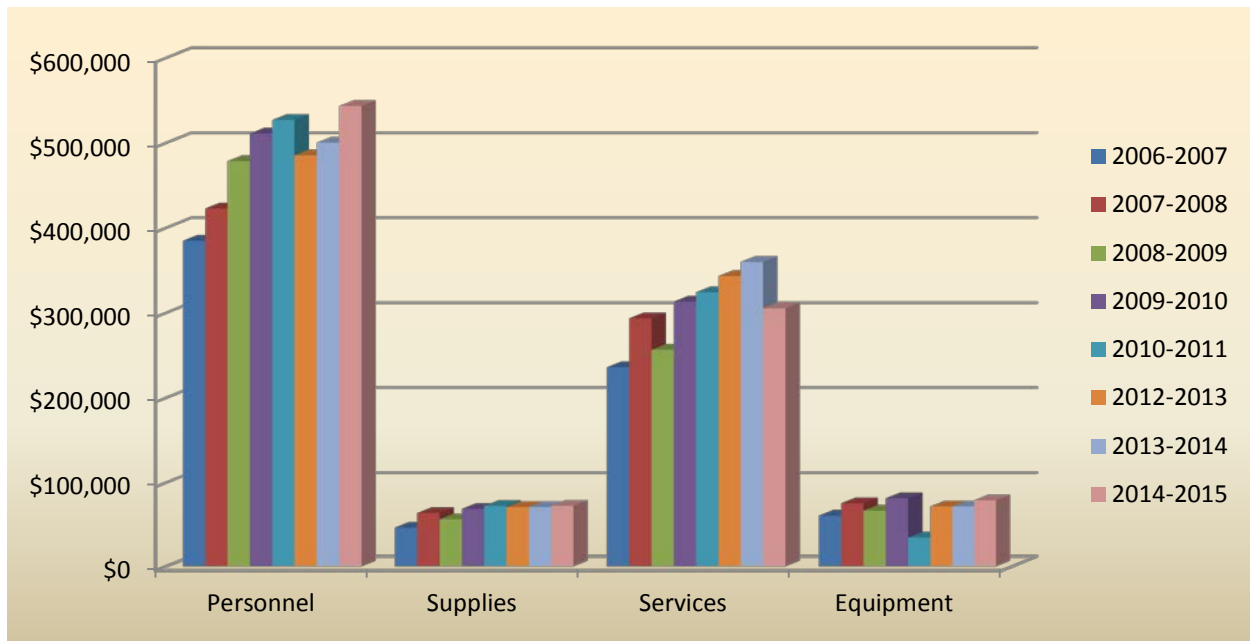
Anyone reading this will know the current radio systems are old and need replaced. The Radio Shop will play a major part in the system replacement, but this project is much larger than just the Radio Shop. The RFP is near completion at the time this report was completed. The Radio Shop has, and will continue to keep busy with various tasks in support of the upgrade.

- Schedule vendor demonstrations (Early Feb 2015).
- Manage current site floor plans to accommodate new systems
- Prepare old Military South shelter for removal.
- Interview current customers to understand their equipment needs

Although it's too early to modify our existing equipment and shelters, we can prepare by ensuring our information system has good data on all the user devices and that infrastructure such as generators and buildings continue to be well maintained.

With the RFP nearly complete and a sales tax item on the ballot soon, much of our focus has been on the future system and making the migration as smooth as possible. This means maintaining those systems that will continue to operate after the upgrade and streamlining our current hardware and information systems. These tasks, along with the usual flow of repairs, programming, and 2015 vehicle installations, promises to keep the Radio Shop busy well into 2015 and 2016. As we near 2016, the "heavy lifting" of the new system will begin.

RADIO SHOP BUDGET



ANNUAL BUDGETS

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
2014-2015	\$999,602



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