

2015

Lincoln Emergency Communications Center

Annual Report

*Communications, Service, and Education for
Lincoln and Lancaster County*

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Tom Casady, Public Safety Director
Jeff Bliemeister Chief of Police

I am pleased to submit our 2015 Annual Report. It was another productive year for the Lincoln Emergency Communications Center.

Just a few of the accomplishments in 2015 were –

- Continued as an accredited Public Safety Communications Center by CALEA.
- Continued as a Call Center Partner with the Center for Missing and Exploited Children (NCMEC).
- Awarded the tenth annual Capital City Footprinter's Dispatcher of the Year Award to Emergency Services Dispatcher II, Amy Meier
- Awarded the Emergency Medical Dispatcher of the Year to Emergency Services Dispatcher II, Jessica Loos.
- Law Enforcement Communications Center personnel received a total of 46 commendations during 2015.
- Averaged approximately 44,401 incoming/outgoing telephone calls per month in 2015, with over 78% of the 911 calls consisting of cellular/wireless calls.
- Began planning for the expansion of the primary Emergency Communications Center.
- Processed 323,150 incidents in 2015 for the Center's User agencies including the Lincoln Police Department, Lincoln Fire & Rescue, and the Lancaster County Sheriff's Office.
- Processed 964 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 18% from 2014 (788).

During 2015 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. Righter 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.

2015 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.

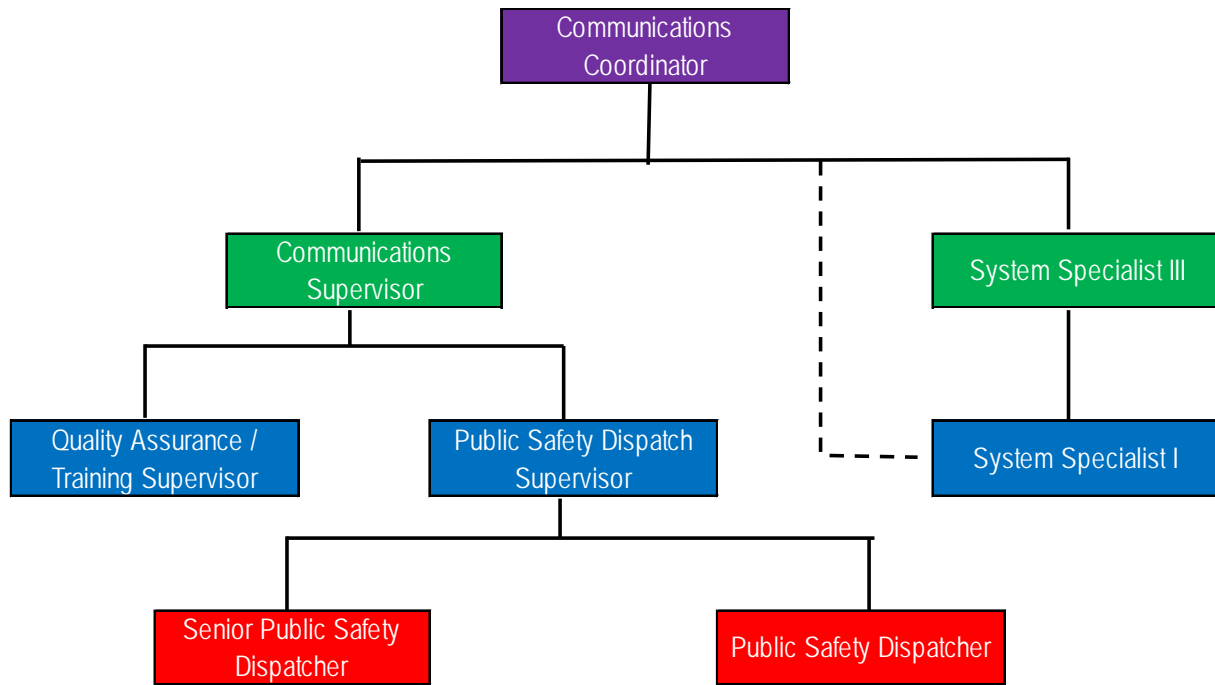
Training

- 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.

EMERGENCY COMMUNICATIONS ORGANIZATIONAL CHART



PERSONNEL ALLOCATION As of December 31, 2015

	<u>Management</u>	<u>Operations</u>	<u>Support</u>	<u>Total</u>
Communications Coordinator	1			1
Communications Supervisor	1			1
QA / Training Supervisor	1			1
Systems Specialist III			1	1
Systems Specialist I			1	1
Public Safety Dispatch Supervisor		4		4
Senior Public Safety Dispatcher		21		21
Public Safety Dispatcher		26.5		26.5
		TOTAL		56.5

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.

Quality Assurance / Training Supervisor

This is an administrative and technical position directing the development and implementation of on the job training and continuing education for Public Safety Dispatchers. In addition this position is responsible for the administration of the Emergency Medical Dispatch Quality Assurance Program and other administrative duties as assigned by Center Management. 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

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.

Public Safety Dispatch Supervisor

This is responsible work supervising and coordinating the activities of the Emergency Communications Center on an assigned shift. This is a civilian position.

Work involves responsibility for the supervision of subordinate Public Safety Dispatchers and Senior Public Safety Dispatchers engaged in utilizing various technologies used by a public safety communications center to receive, dispatch and refer calls for Law Enforcement units, Fire and EMS (Emergency Medical Services). An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies. An employee in this class is an active participant in the Emergency Communications Center Leadership Team. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of Emergency Communications Center operations. Supervision is exercised over subordinate Public Safety Dispatchers and Senior Public Safety Dispatchers.

Senior Public Safety Dispatcher

This is responsible technical and complex work receiving, dispatching or referring emergency and non-emergency service calls on an assigned shift. This is a civilian position.

Work involves utilizing various technologies used by a public safety emergency communications center to receive and dispatch calls for law enforcement units, fire and EMS (emergency medical systems) units, and other emergency services. Work also involves utilizing CJIS, NCIC and records management systems associated with an information Channel and Data Entry Position. An employee in this class exercises judgment following well established procedures made in accordance with federal, state and departmental regulations. This class is distinguished from the Public Safety Dispatcher in that it requires that the employee be proficient in Police dispatch, Fire dispatch, Call Take, and NCIC or has six years of experience as a Public Safety Dispatcher. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of services provided.

Public Safety Dispatcher

This is responsible technical and complex work receiving, dispatching or referring emergency and non-emergency calls on an assigned shift. This is a civilian position.

Work involves utilizing various technologies used by a public safety emergency communications center to receive and dispatch calls for law enforcement units, fire, EMS (emergency medical systems) units and other emergency services. Work also involves utilizing CJIS, NCIC and records management systems associated with an information Channel and Data Entry Position. An employee in this class exercises judgment following well established procedures made in accordance with federal, state and departmental regulations. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of services provided

Lincoln Emergency Communications



The Agencies We Serve



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). AIRBUS 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 COUNTS BY SOURCE

	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	911 VOIP	911 TOTAL
2008	408,109	78,683	36,960	4,230	172,566
2009	356,115	57,912	24,093	4,038	84,645
2010	340,467	60,042	22,870	3,882	86,794
2011	335,343	60,288	20,491	3,858	84,637
2012	381,458	65,770	20,726	3,834	90,330
2013	477,643	66,215	18,587	4,353	89,155
2014	488,553	69,395	17,386	5,106	91,887
2015	528,499	79,887	16,515	5,351	101,753

	LANDLINE (6000)	LANDLINE (OTHER)	NON 911 LAND LINES TOTAL	PRIVATE LINES/ OUTBOUND	ALARM CIRCUITS/ RINGDOWNS
2008	115,670	288,236	62,745	13,654	14,124
2009	199,066	72,404	271,470	54,337	11,844
2010	223,005	30,668	253,673	52,708	11,795
2011	201,429	49,277	250,706	50,462	12,871
2012	258,359	35,617	293,976	60,396	8,743
2013	119,929	268,559	388,488	81,891	12,697
2014	109,689	286,977	396,666	87,923	11,975
2015	107,974	318,772	426,746	96,799	9,714

INCIDENT COUNTS BY TYPE

2015	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative Monthly	Monthly	Cumulative	Monthly	Cumulative Total
January	27,420	27,420	1,906	1,906	29,326	29,326
February	26,344	53,764	1,926	3,832	28,270	57,596
March	30,981	84,745	2,257	6,089	33,238	90,834
April	30,727	115,472	2,221	8,310	32,948	123,782
May	29,926	145,398	2,148	10,458	32,074	155,856
June	30,688	176,086	2,097	12,555	32,785	188,641
July	30,605	206,691	2,278	14,833	32,883	221,524
August	30,408	237,099	2,174	17,007	32,582	254,106
September	32,110	269,209	2,245	19,252	34,355	288,461
October	29,897	299,106	2,176	21,428	32,073	320,534
November	27,242	326,348	2,039	23,467	29,281	349,815
December	27,261	353,609	2,039	25,506	29,300	379,115
TOTAL	353,609	353,609	25,507	25,507	379,116	379,115

RECORDS RETRIEVAL

As a further service, LECC routinely provides copies of audio recordings of calls for use in training and legal proceedings.

YEAR	2013	2014	2015
Total Requests	613	788	964
% Increase over previous year	N/A	+22%	+18%
Total hours to gather data	153.25 hrs.	197 hrs.	241 hrs.

NCIC / CHANNEL 50

The official report from the Nebraska State Patrol, which reviews the annual audit, reports that we were found to be in compliance in all areas. NSP specifically commented on the high number of missing persons that we enter into NCIC and the fact that they have had no notifications of 2nd or 3rd requests on hit confirmations, documenting that we confirmed our entries in a timely matter. We had a very busy year in 2015 and the numbers shown below highlight the comparison between 2014 and 2015.

	<u>2014</u>	<u>2015</u>	% Change
Broadcasts created:	5,104	5,073	-1%
NCIC entries created:	1,834	2,073	+12%
Criminal histories:	1,900	1,995	+.05%
Teletypes/QQQ messages sent:	2,014	2,163	+.07%

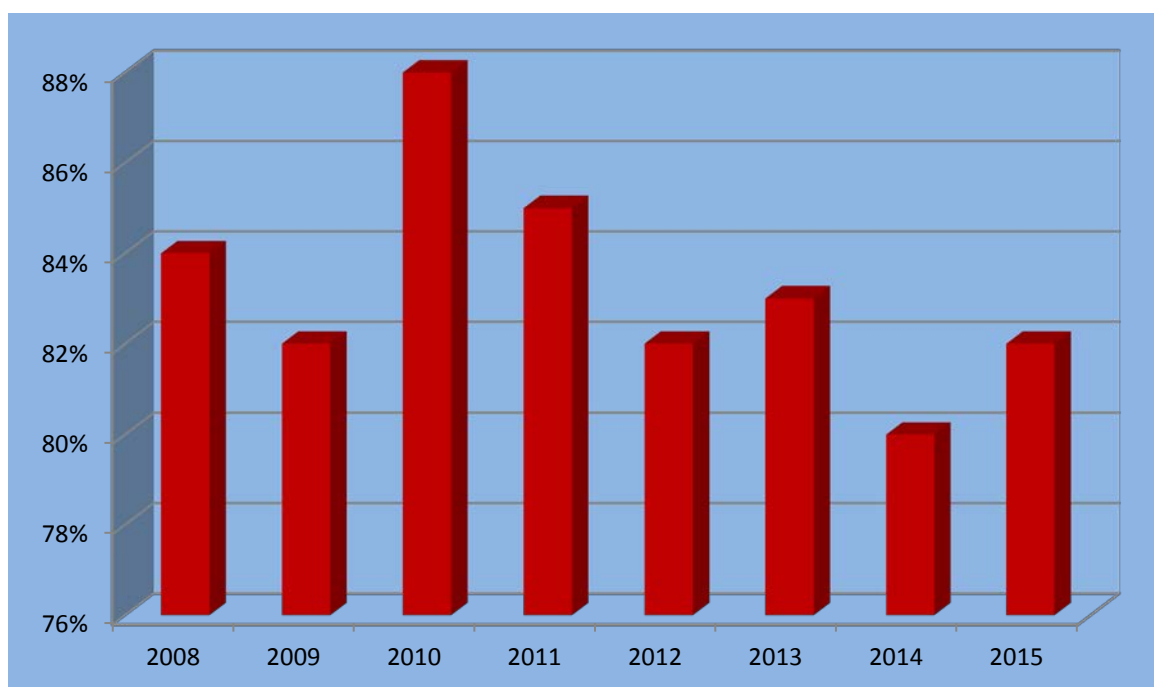
AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

The Center's goal is a 30 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/ Training Supervisor for Dispatch Quality Review, reporting and possible action.

MONTH	DISPATCH TIME IN SECONDS	QUARTERLY AVERAGE
JAN	27.06	
FEB	26.06	
MAR	33.71	28.94
APR	34.82	
MAY	35.04	
JUN	31.00	33.62
JUL	30.87	
AUG	33.52	
SEP	31.09	31.83
OCT	35.19	
NOV	24.56	
DEC	31.78	30.51
ANNUAL AVERAGE		31.22

PERCENT OF ECHO CALLS DISPATCHED IN 30 SECONDS OR LESS

YEAR	2008	2009	2010	2011	2012	2013	2014	2015
TOTAL CALLS	298	337	314	266	264	252	194	249
LESS THAN 30 SECONDS	249	277	275	227	216	210	155	205
GREATER THAN 30 SECONDS	49	60	39	39	48	42	39	44
% UNDER 30 SECONDS	84%	82%	88%	85%	82%	83%	80%	82%



SYSTEM TECHNOLOGY SUMMARY

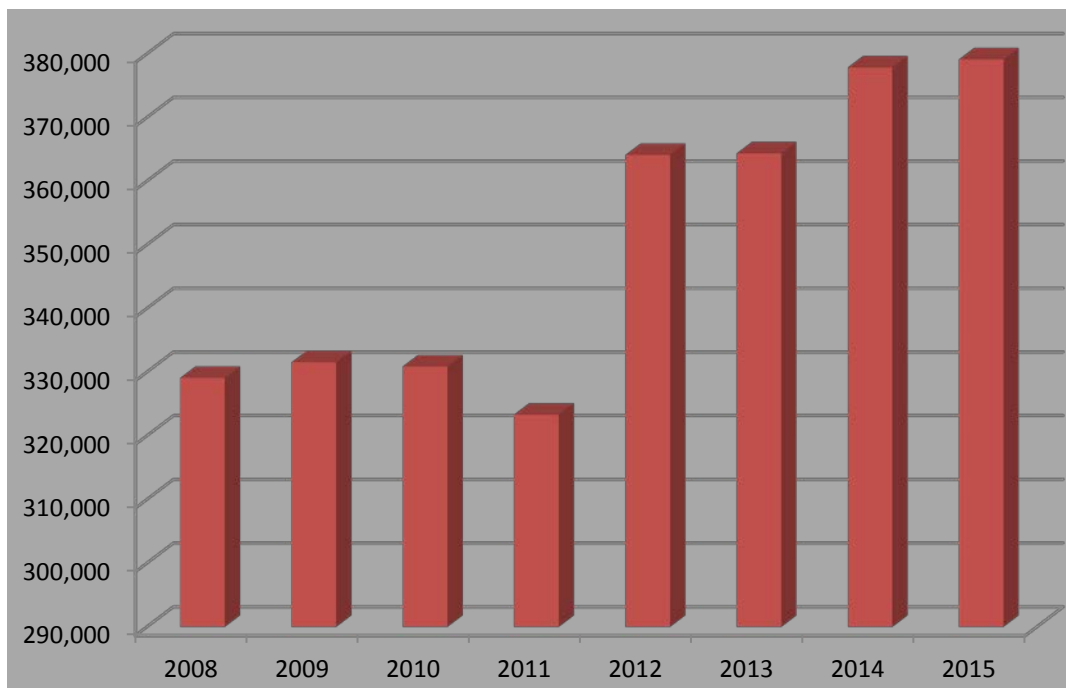
2015 proved to be a busy year as we continually work to improve the technology within the Center. This year our technology needs continued to grow with the addition of new staff to the Center and our training academy which trained a record number of dispatchers in one class.

Since last year we have completed a number of projects such as our electronic mapping with an interface to our CAD (Computer Aided Dispatch) system, prepared for our ProQA upgrade for medical dispatch and we successfully launched the PulsePoint app to the city of Lincoln in October. The PulsePoint app provides real time display of calls Lincoln Fire is responding to, and in cases where CPR is needed the app will send out notifications to PulsePoint users within the immediate area. The PulsePoint app has more than exceeded our expectations with the number of citizens that have downloaded the app within the first year.

As the year comes to an end, we continue to plan and prepare for some exciting projects in 2016. There will be a remodel of our growing 911 Center, Station Alerting for Lincoln Fire that will interface with our CAD system, several new interfaces to enhance the capabilities of our CAD system, and a phone system upgrade with Windstream.

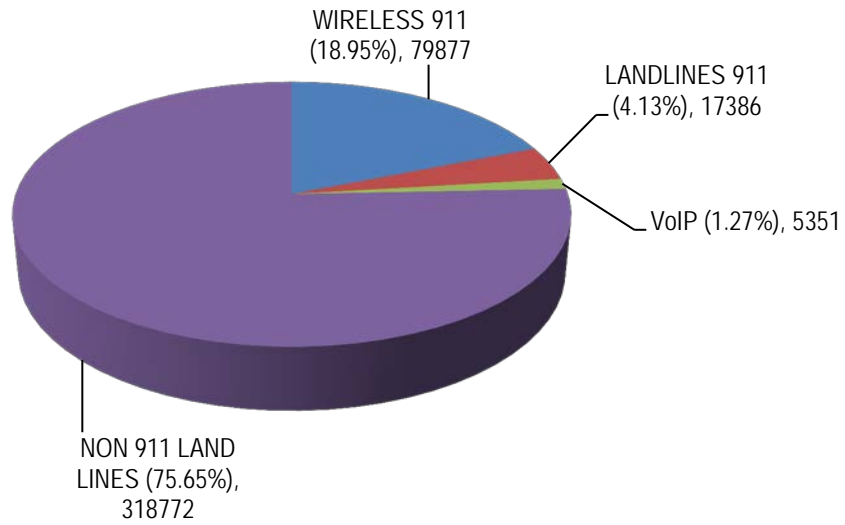
The Lincoln Emergency Communications Center (LECC) processed 528,499 emergency and non-emergency telephone calls during 2015. These telephone calls resulted in 379,116 calls for service from user agencies and citizen requests, and 323,150 CAD incidents processed by Center staff. The LECC professionally handles calls for 14 rural agencies, and services the City of Lincoln, Lancaster County and a portion of six surrounding counties.

THE LINCOLN EMERGENCY COMMUNICATIONS CENTER (LECC) ANNUAL PROCESSED CALL COUNTS

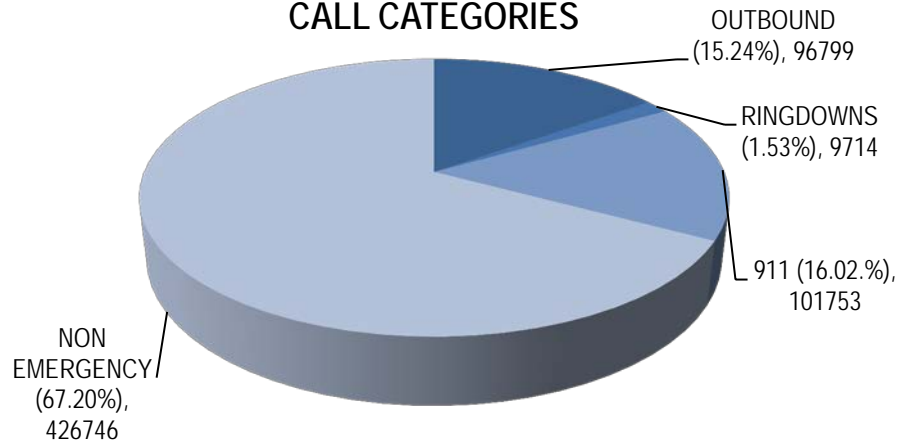


ANNUAL PERFORMANCE TELEPHONE SUMMARY

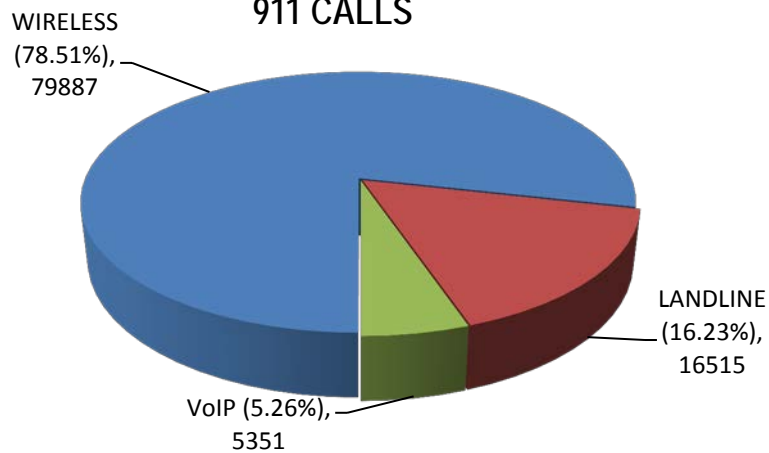
CALL VOLUMES



CALL CATEGORIES

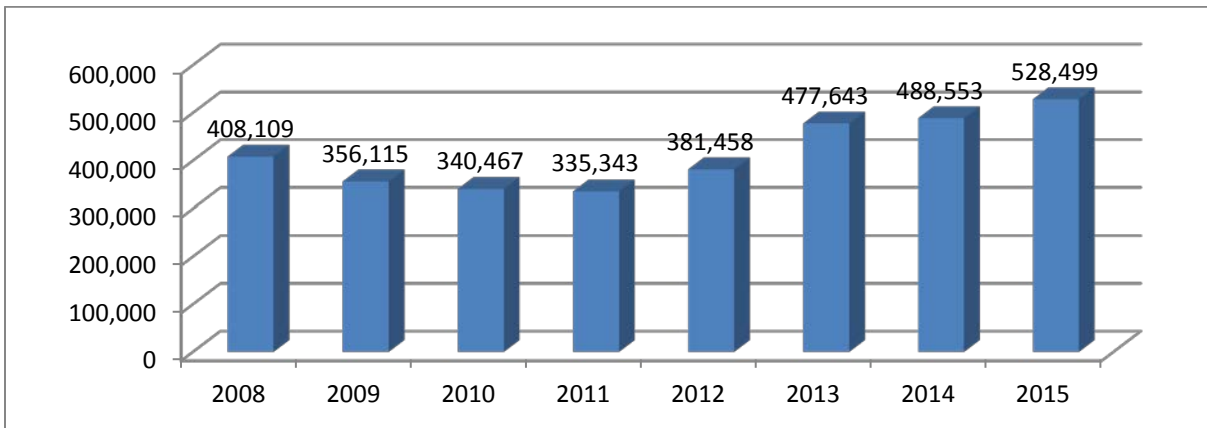
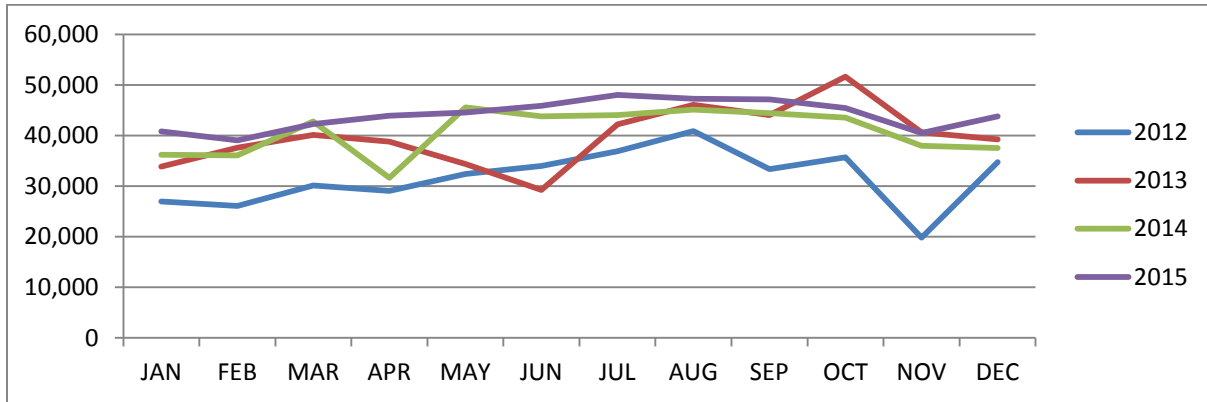


911 CALLS

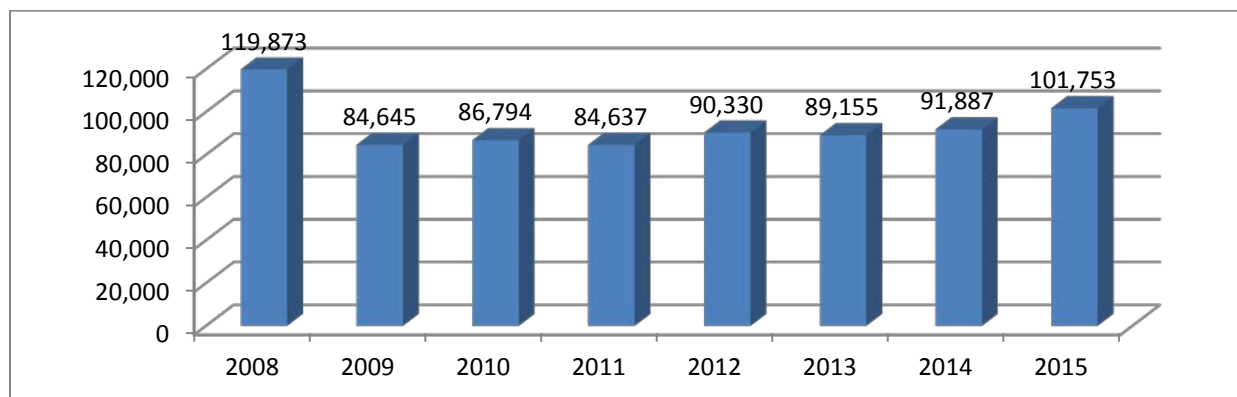
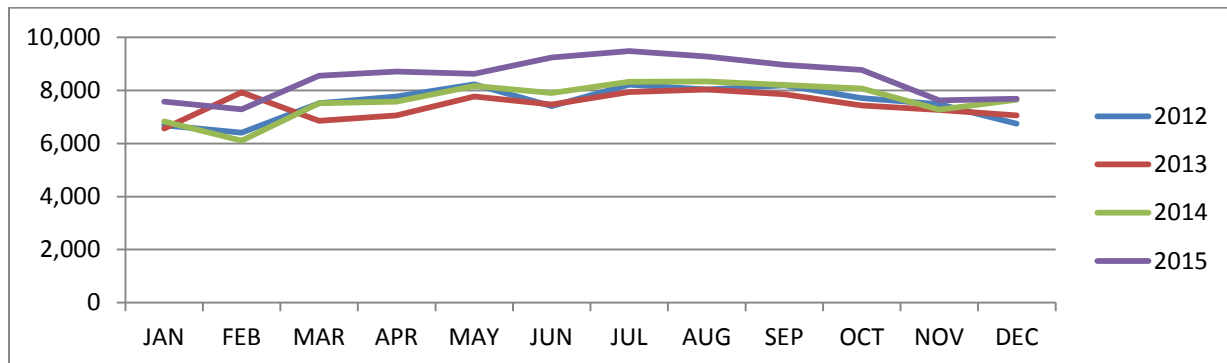


CALL VOLUME TRENDS

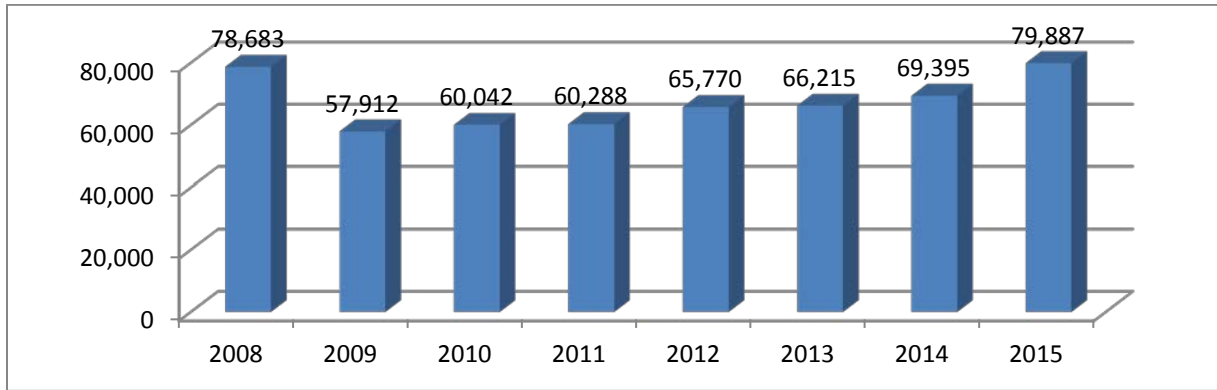
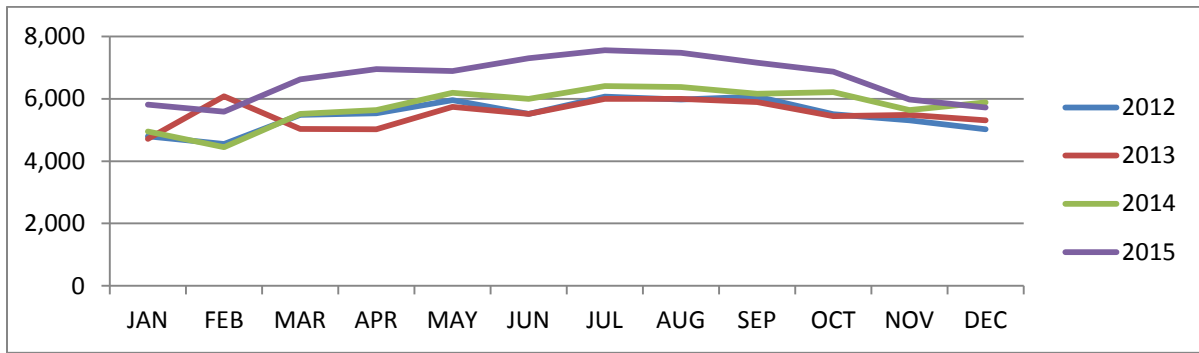
TOTAL INBOUND CALLS



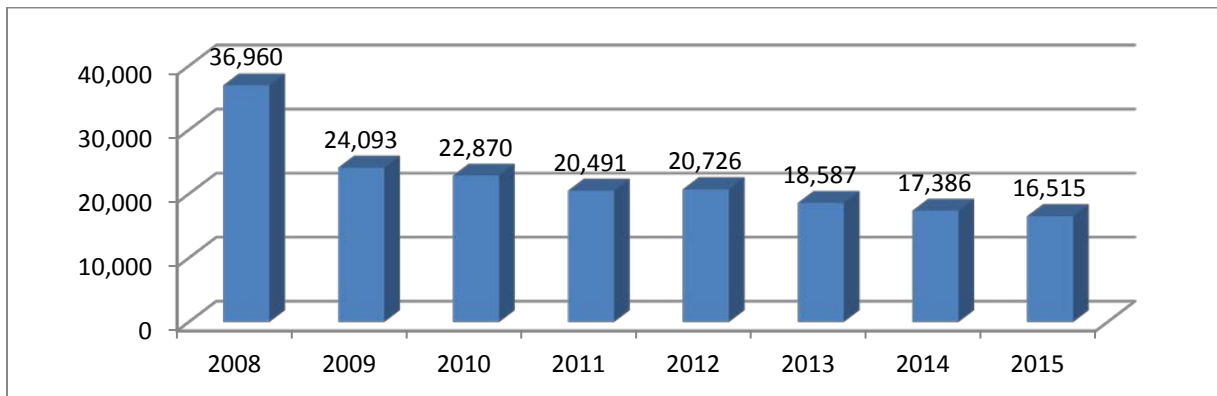
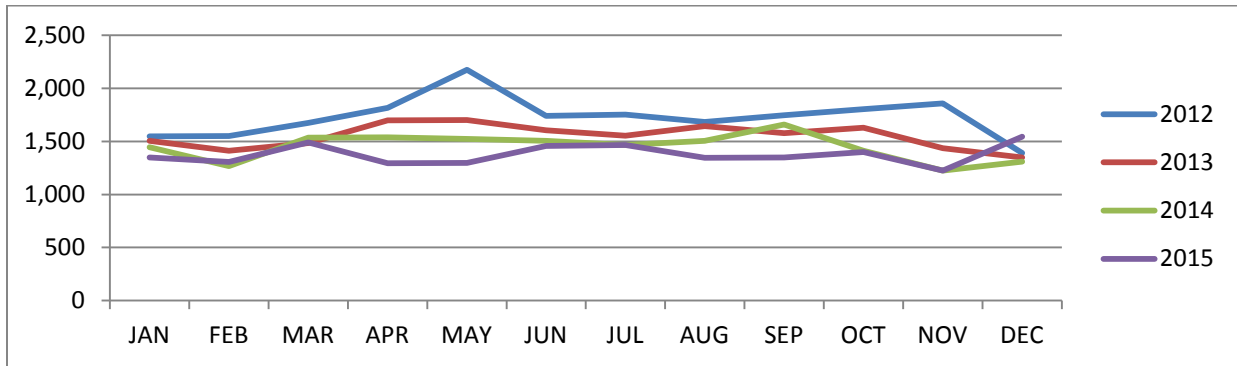
911 TOTALS



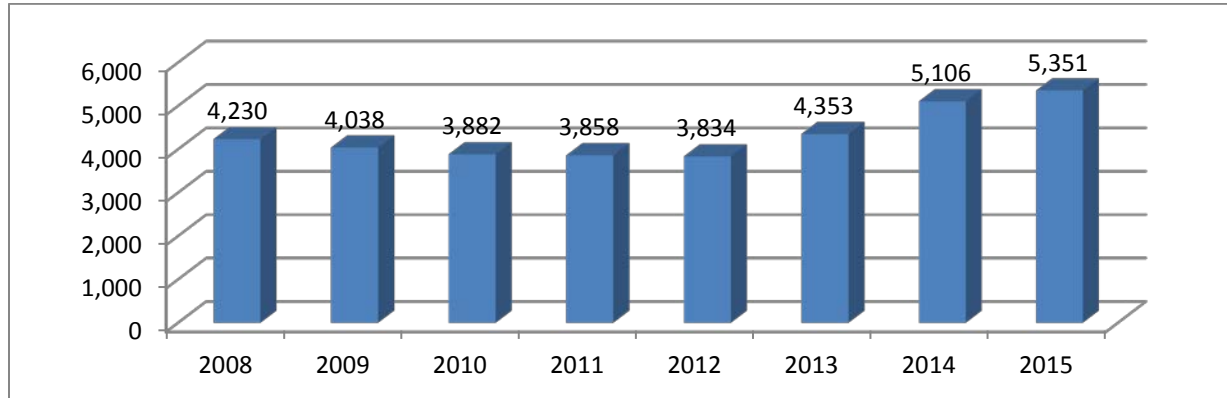
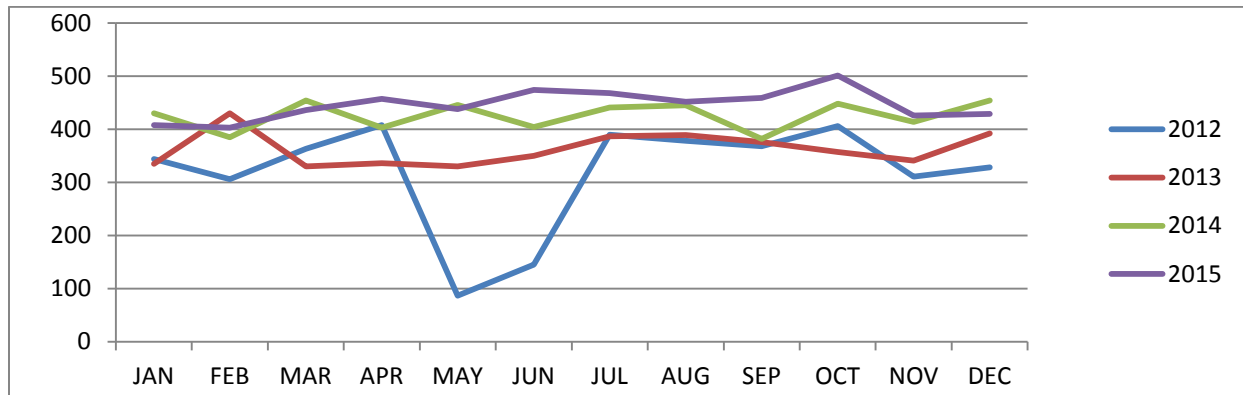
911 WIRELESS



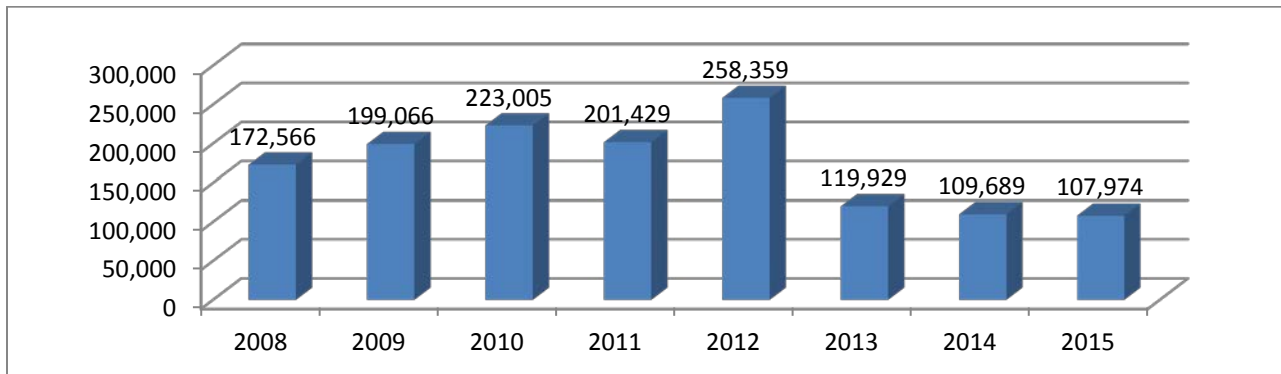
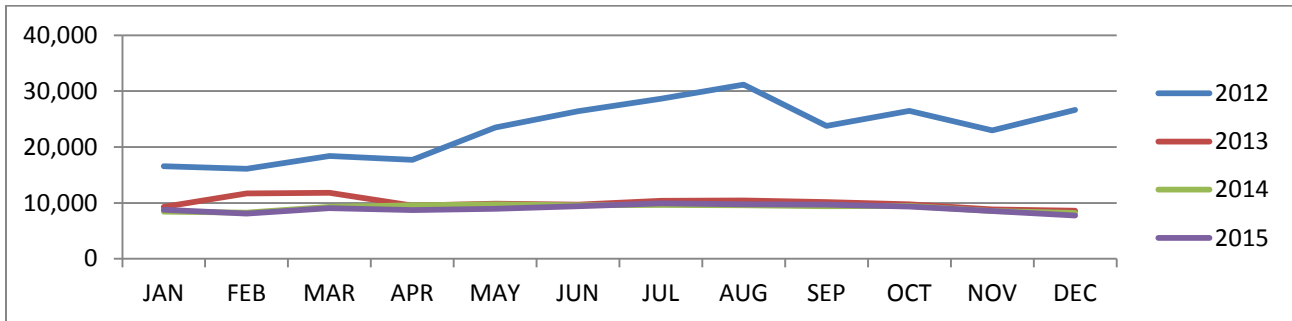
911 LANDLINE



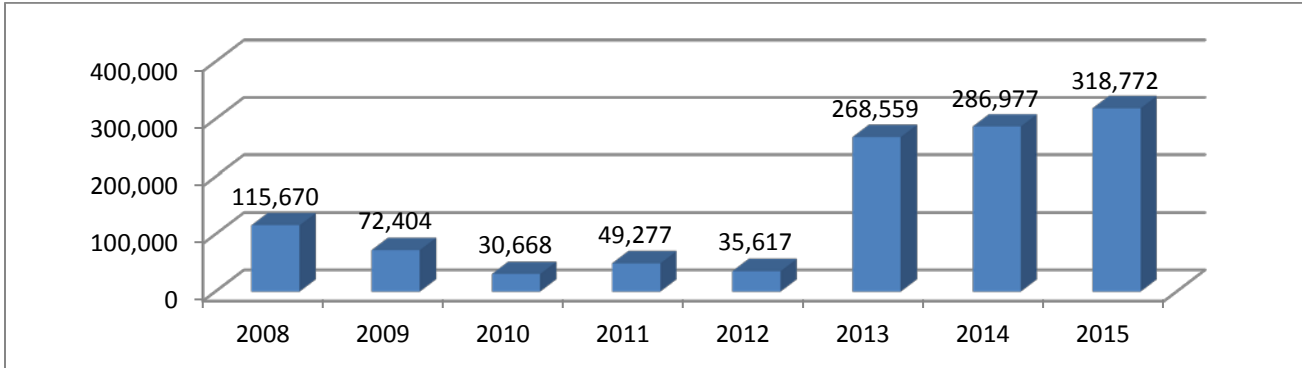
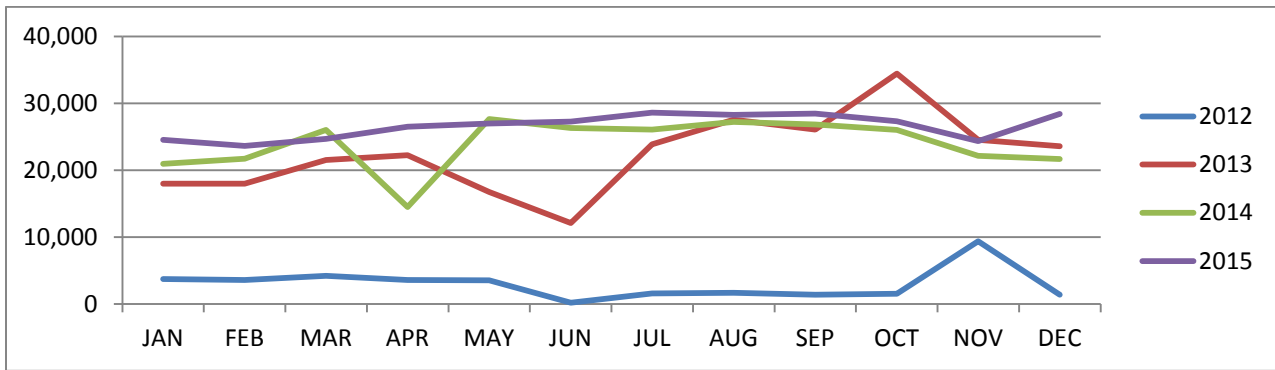
911 VOIP



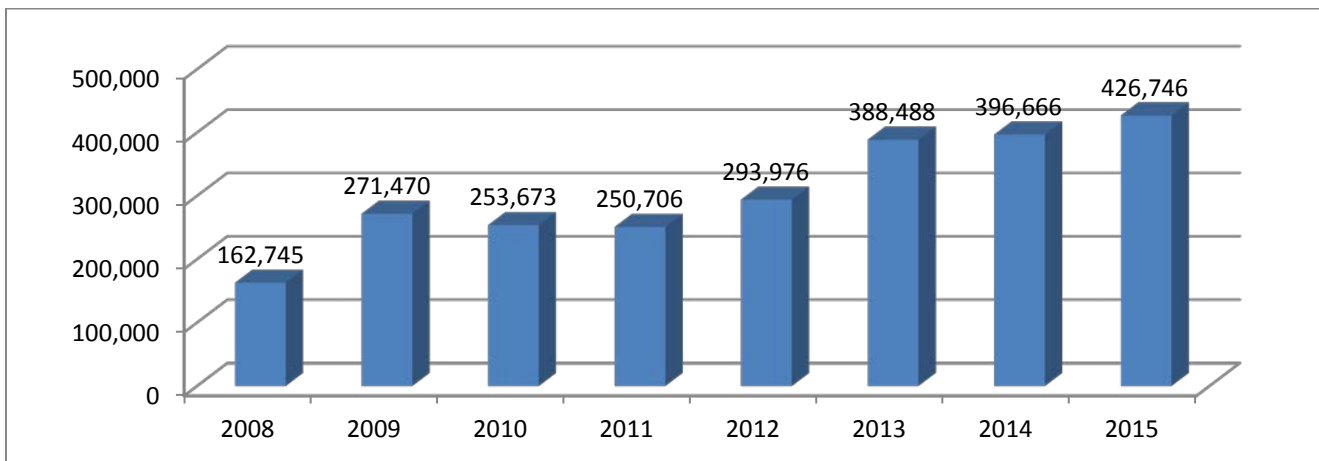
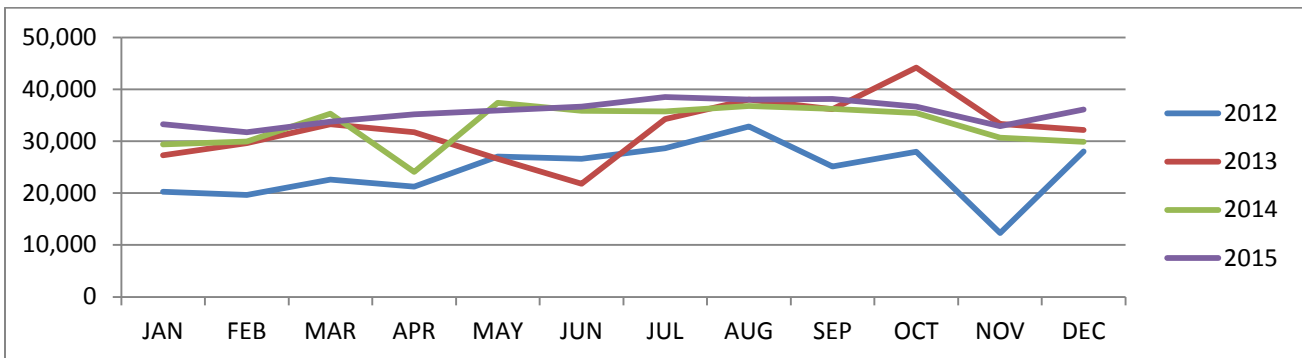
ADMINISTRATIVE LANDLINE (6000)



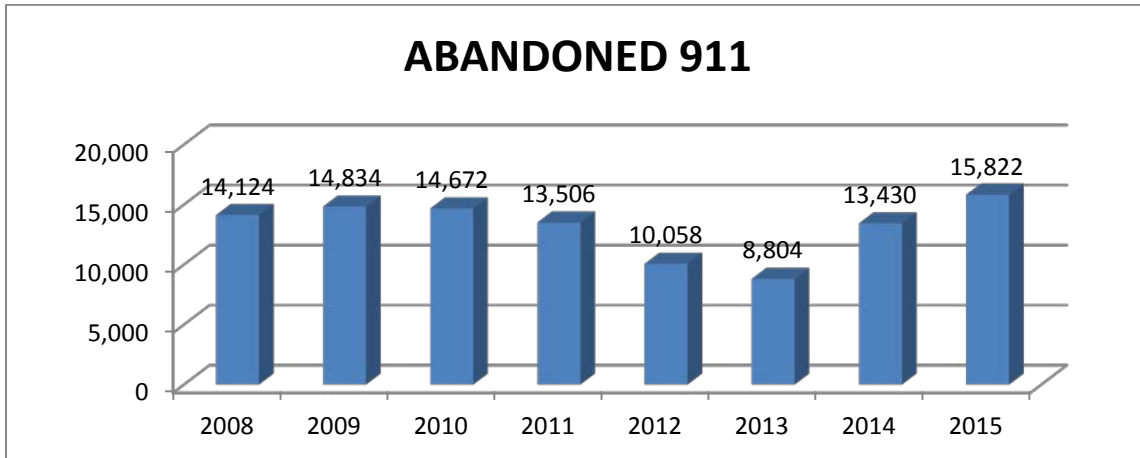
OTHER NON 911 LANDLINES



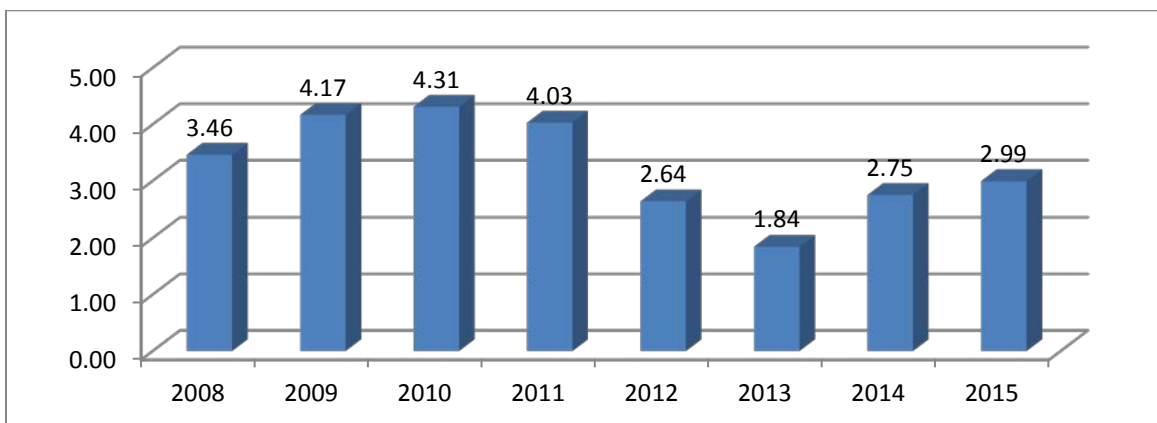
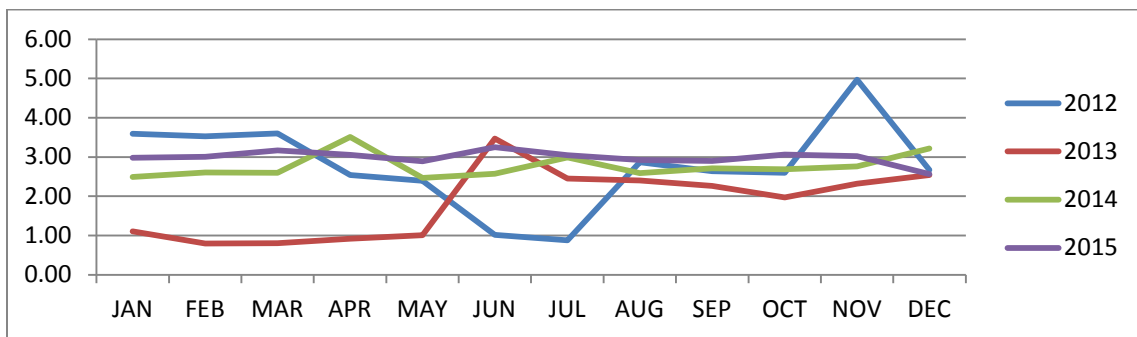
NON 911 LANDLINES TOTAL



ABANDONED 911 CALL TRENDS



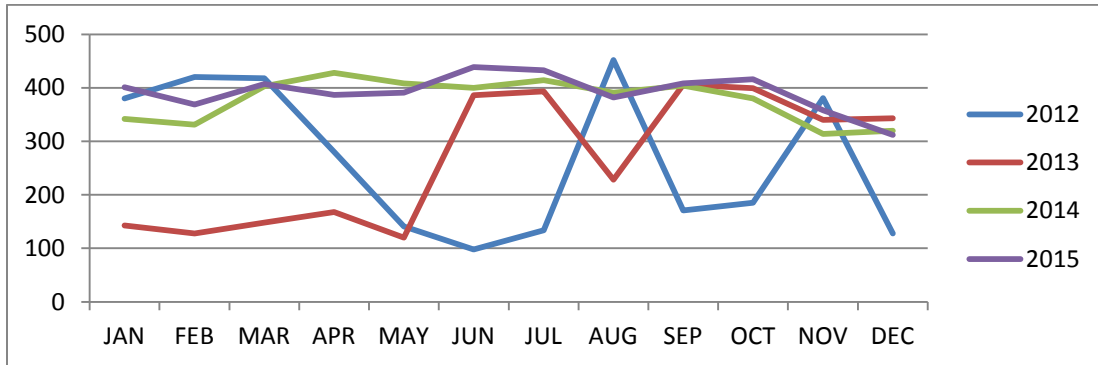
911 ABANDONMENT PERCENTAGES



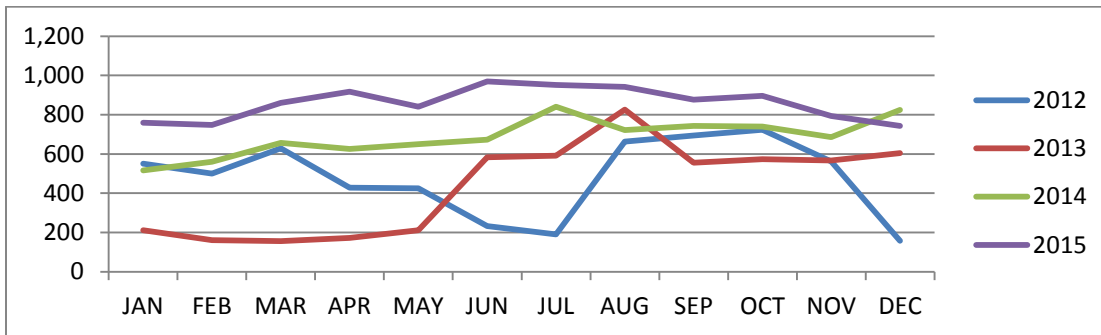
ABANDONED 911 CALLS BY SOURCE

Average call abandonment rate is gathered utilizing AIRBUS Vesta software and forwarded to the Communications Coordinator. 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.

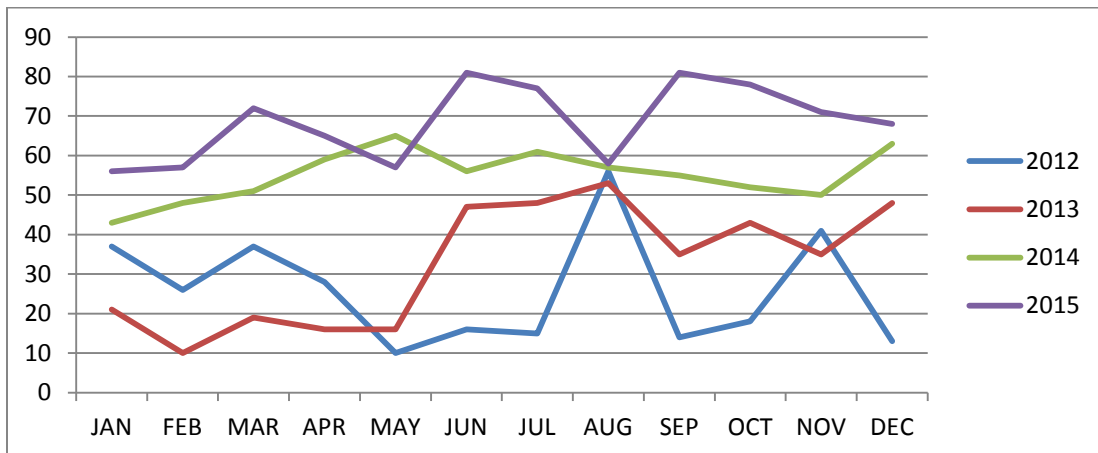
911 LANDLINE



911 WIRELESS



911 VOIP



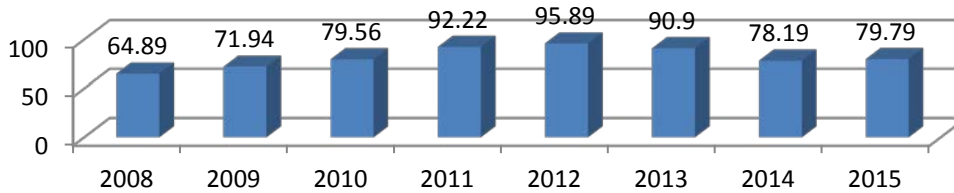
911 RINGTIMES AND CALL DURATION

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 AIRBUS Vesta software and forwarded to the Communications Coordinator. Call Ring Time and Call Duration are indicators of how quickly emergency calls are being answered and how efficiently they are being processed.

RING TIME IN SECONDS

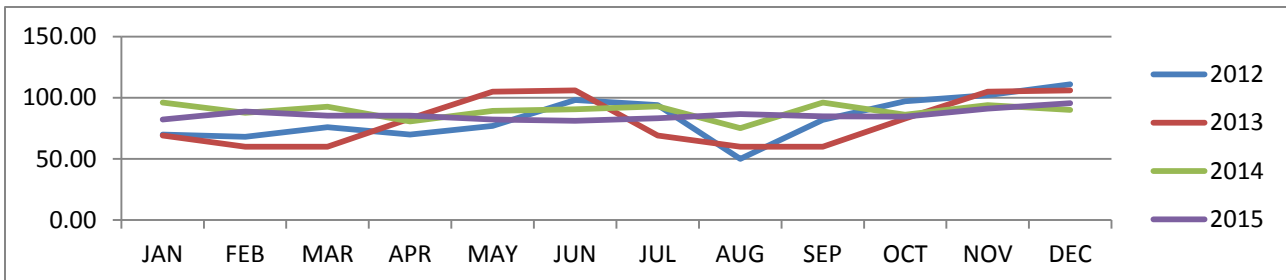
2008	5.11	2012	3.33
2009	5.00	2013	5.00
2010	5.33	2014	5.00
2011	3.33	2015	5.00

AVERAGE CALL DURATION IN SECONDS

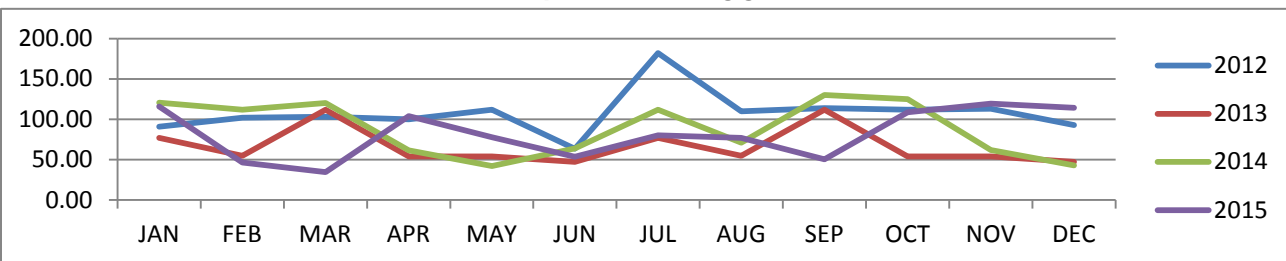


CALL DURATION TRENDS (IN SECONDS)

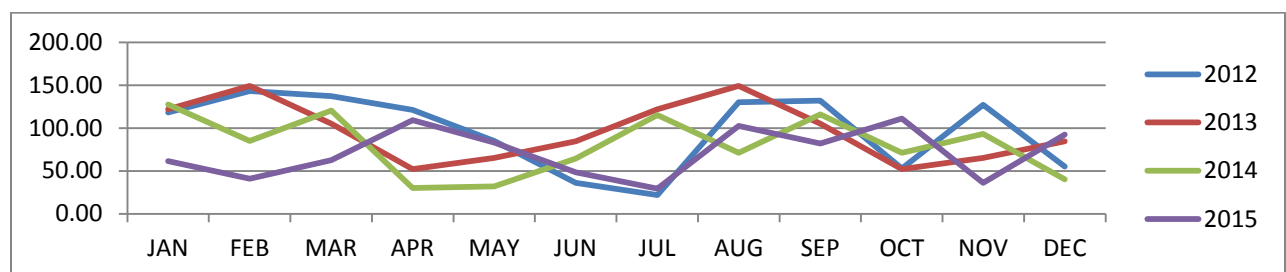
911 LANDLINE



911 WIRELESS

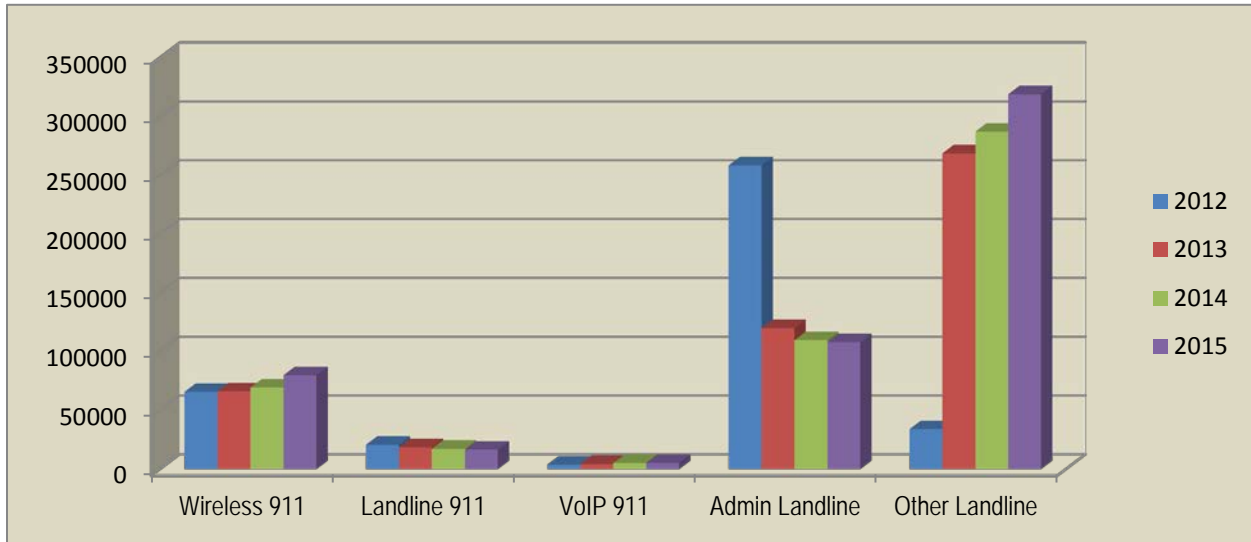


911 VOIP

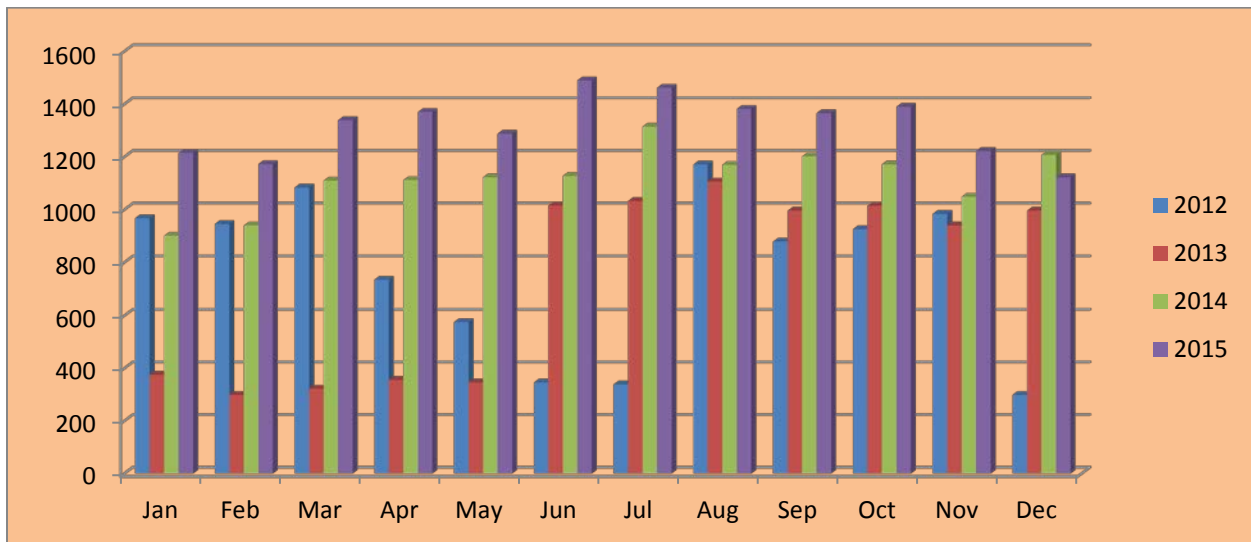


PERFORMANCE MEASUREMENT COMPARISONS

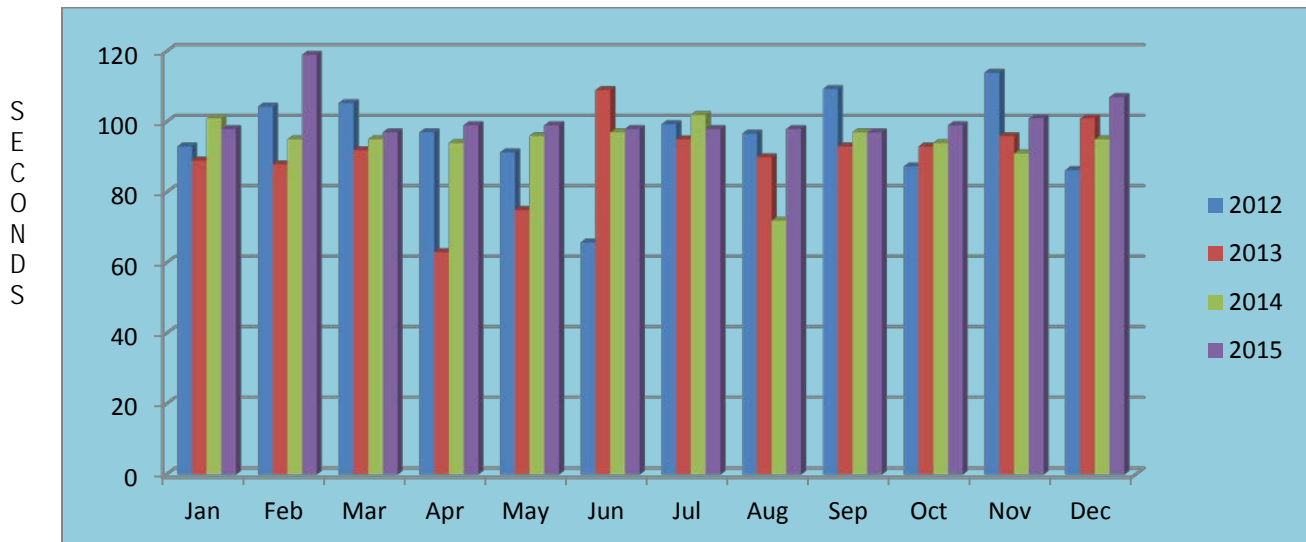
CALLS BY CATEGORY



ABANDONED CALL RATE BY MONTH



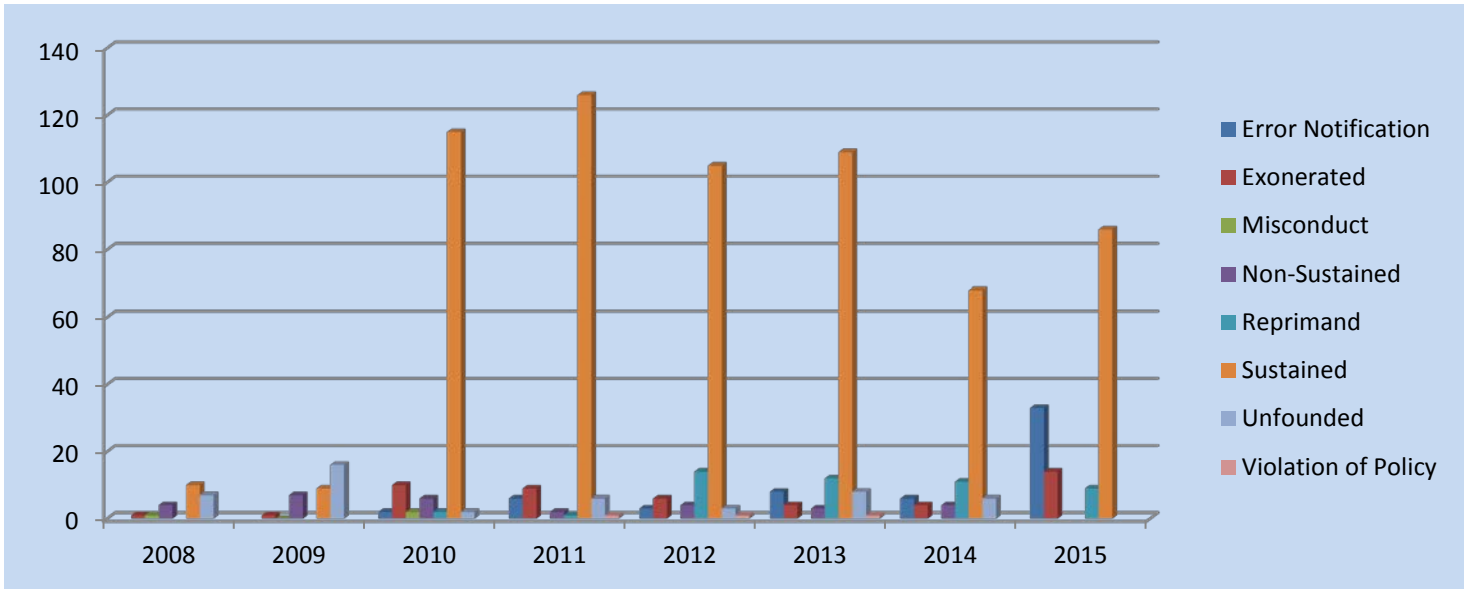
AVERAGE CALL DURATION (IN SECONDS)



COMPLAINTS

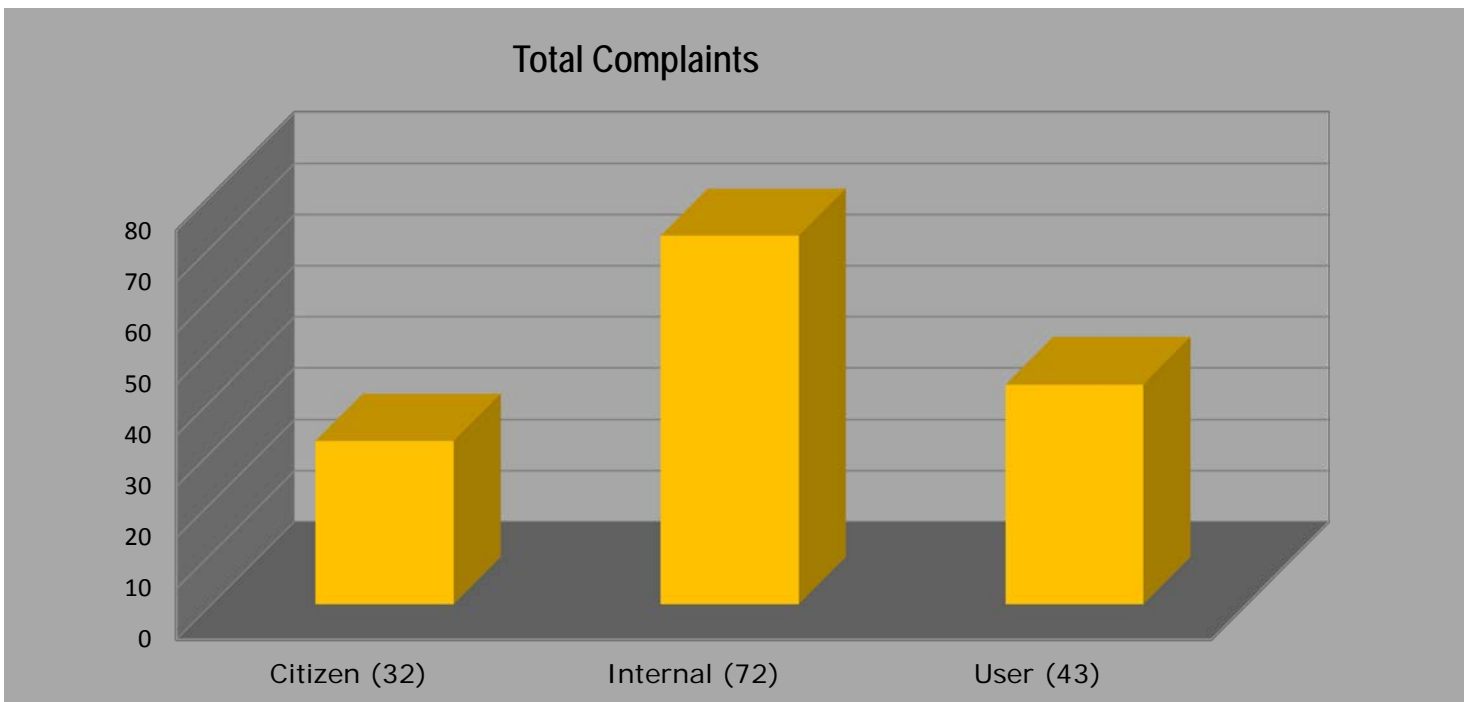
The Emergency Communications Center received 32 citizen complaints, 83 internal complaints, and 42 user agency complaints during 2015. The findings of fact are listed below with the chart of complaints and inquiries. Appropriate training and/or corrective action is taken for concerns that qualify as "sustained". 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.

Complaint Comparison by Year

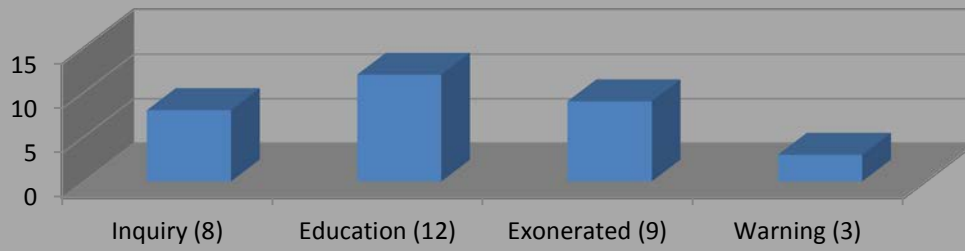


Note: Some categories were added and/or deleted over the years to reflect changing policies in the 911 Center so not every column has all categories represented

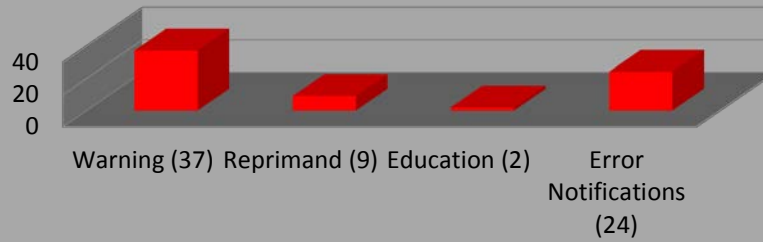
Total Complaints



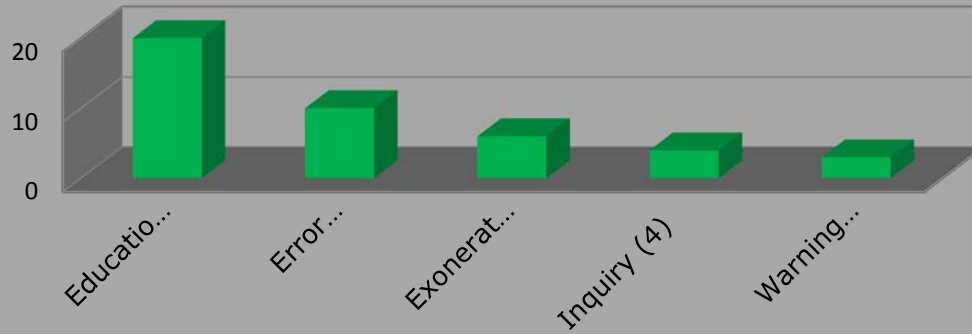
Citizen Complaints



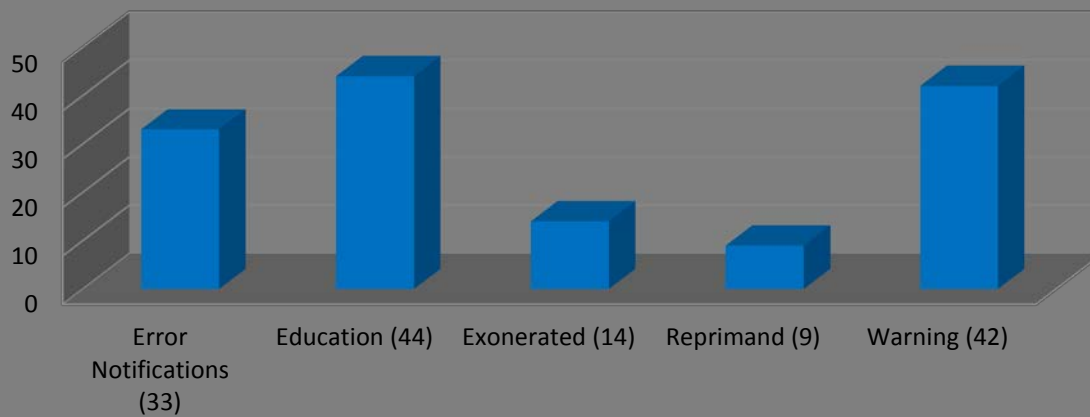
Internal Complaints



User Complaints



Complaint Summary By Outcome



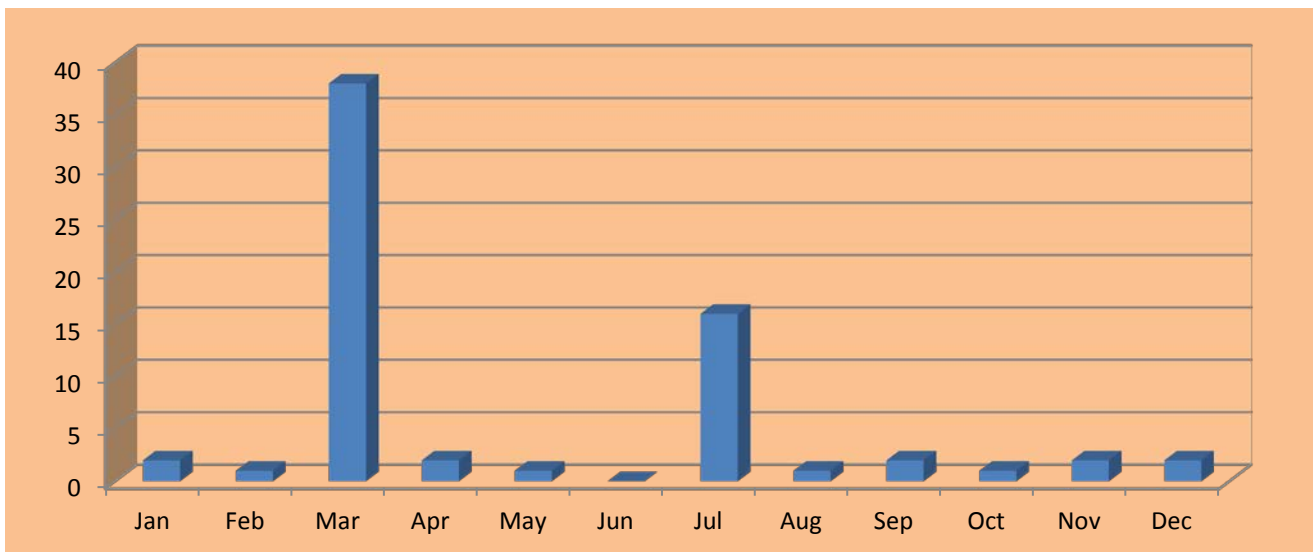
COMMENDATIONS

There were 46 commendations received by Lincoln Emergency Communications Center personnel during 2015 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:

Alison Young	1	Larry Huisman	1	Taylor Schreiter	1
Brenda Roby	1	Lisa Brown	1	Thomas Thornton	1
Chad Schmidt	1	Lisa Pachunka	1	Tracey Scissors-Domgard	1
David Rood	1	Lori Yaussi	1	Amanda Bigley	2
Jamie Russell	1	Lucinda Davis	1	Amy Meier	2
Jessica Johnson	1	Maricki Rotert	1	Becky Lyons	2
Josh Buethe	1	Mark Murphy	1	Carl Kacvinsky	2
Justin Cerra	1	Matt Buser	1	Leslie Novak	2
Justin Cerra	1	Mindy Streeter	1	Jodi Standley	3
Kassi Koerner	1	Paige Eastman	1	Ron Wever	3
Kelsie Schumacher	1	Sara Prewett	1	Shasta Starkey	4
		Tara Garza	1		

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 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

Dispatcher of the Year

Amy Meier

Amy Meier, a Public Safety Dispatch Supervisor with the LECC, was recognized on May 16, 2015, as the 2014 tenth annual Footprinter's "Dispatcher of the Year" award recipient 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.



Emergency Medical Dispatcher of the Year, Jessica Johnson Loos (l) and Dispatcher of the Year, Amy Meier (r) with Communications Coordinator Julie Righter Dove

Emergency Medical Dispatcher of the Year

Jessica Loos

Jessica Loos, a former Emergency Service Dispatcher with the LECC and now a Dispatcher with the University of Nebraska Lincoln Police Department, was recognized at the annual Lincoln Fire & Rescue Phoenix Awards Banquet as the 2015 Emergency Medical Dispatcher of the Year. Emergency Medical Dispatcher of the Year is selected solely on adherence to Emergency Medical Dispatch protocols.

Trainer of the Year

Paige Eastman



Trainer of the Year Paige Eastman (center) shown here with Kevin Campbell, Training Supervisor, and Julie Righter Dove, Communications Coordinator (r)

The 2014 Trainer of the Year was awarded in 2015 to Paige Eastman, Senior Public Safety Dispatcher. 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. Paige has worked hard to ensure our trainees are provided with accurate information giving them every opportunity to learn valuable skills. Paige's approach shows her dedication to helping new staff succeed.



Senior Public Safety Dispatcher Kari Byers with her husband Zach at the Trauma Champions Award banquet

On April 22nd, Bryan Health Center held its seventh annual Tribute to Trauma Champions. This event honored all the dedicated professionals involved in saving the life of Taylor Graham.

Congratulations to Senior Public Safety Dispatcher Kari Byers on her 2015 Trauma Champions Award.

Well deserved!

Read the full story at <http://www.klknv.com/story/28852108/tribute-to-trauma-champions-preview-taylor-graham>

PHOENIX AWARDS

Lincoln Fire & Rescue hosts an annual Awards event that includes the Phoenix Awards. The Phoenix Awards are lifesaving awards that are given to those employees who played a part in the survival of someone who was in cardiac arrest. The Emergency Communications Calltakers and Dispatchers as well as the LFR crews who responded to these calls are all honored at this event. In addition to the Phoenix Awards, the Emergency Medical Dispatcher of the Year is awarded at this event along with many of the Fire Departments annual awards. The Emergency Communications Center staff who received awards for 2015 event are shown below.

THE 2015 AWARD WINNERS ARE:



Matt Buser



Kari Byers



Justin Cerra



Bryan Kelly



Brent Molthan



Mark Murphy



Leslie Novak



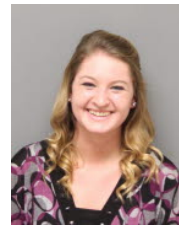
Lisa Pachunka



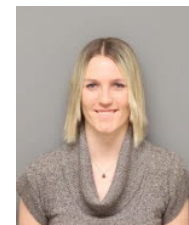
Maricki Rotert



Taylor Schreiter



Katie Schrum



Kelsie Schumacher



Jodi Standley



Cary Steele



Gregg Witfoth



Alison Young

LINCOLN INCIDENT DISPATCH TEAM



The Lincoln Emergency Communications Center has an established seven member Incident Dispatch Team, (IDT) for deployment to special events and 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 2015, the team recorded the following activity:, Lincoln Marathon, State Games of America, 7-Nebraska Football, 2- 2nd Alarm Fire (or higher), 1-City-wide Warrant Detail, 2- EOC Activations, 3- Training Exercises, 1-Community Expo.

The IDT provides communications support by integrating into the existing command structure and operating under the National Incident Management System. Team members serve as tactical dispatchers for special details and events with significant involvement in the planning process.



Incident Dispatch Team
(l to r) Lisa Brown, Sharon Codr, Tara Garza, Leslie Novak, Brent Molthan, Cary Steele (not pictured Dave Rood)



2015 Lincoln Marathon Communications Command Center
(l to r) LFR Battalion Chief Brad Thavenet, Leslie Novak-IDT, Brent Molthan-IDT, Cary Steele-IDT and LPD Captain Mike Woolman.

PUBLIC EDUCATION

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

Our committee members provide presentations comprised of valuable information on how to use the 911 System. We cater each presentation individually based upon the venue and type and age of the 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.

We continue to provide job shadowing opportunities with Lincoln Public Schools for interested high school students to sit along with a Public Safety Dispatcher. Students are able to see "up close" what it would be like to work at the 911 Center. Sit alongs and job shadowing are similar in that the guest gets to see and experience, in real life time, what happens in our community. They then begin to understand the knowledge, experience and education a dispatcher must have to be successful in the job.

This year we started working more closely with the Education and Personnel Division within the Lincoln Police Department to better educate the citizens of Lincoln in all aspects of public safety. It has been very beneficial for both departments, whether it be co-facilitating tours for children or large public events. We look forward to working together more and are excited about what the future holds.

Again no major problems or concerns were voiced to our members this year. Many citizens thanked the committee 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.

Public Education Committee Coordinator: Shasta Starkey

Committee Members: Brenda Roby, Brent Molthan, Cary Steele, Jamie Russell, Leslie Novak, Steve Phillips, Mark Murphy, Amanda Bigley, Sara Prewett and Gideon Badeer.



Public Safety Dispatch Supervisor Leslie Novak at the 911 display at Zoobilee at the Children's Zoo

COMMUNITY



Senior Public Safety Dispatcher Jodi Standley (l) with the Zugmier family who came to the 911 Center in April of 2015 to say thank you.

On November 28, 2014 Senior Public Safety Dispatcher Jodi Standley took a call from a male party who said his wife was in labor. Jodi was on the line for nearly 20 minutes keeping the family calm and providing instructions to deliver the child.

The father, Jason Zugmier, later contacted 911 to express his thanks, stating "My wife went into labor and gave birth very quickly, like 15 minutes and the 911 operators were awesome in helping me and my wife's sister deliver the baby before the paramedics could arrive."



2015 Shop with a Cop
"Santa's Package Wrapping Helpers"
(front row l to r) Shasta Starkey, Brandi Rexinger, Julie Righter Dove
(back row l to r) Prudence Sadler, Carson Coles, Brenda Roby, Leslie Novak

Saturday December 19, 2015 the Lincoln Police Department hosted a Heroes & Helpers event to help children from local elementary schools purchase holiday gifts for their families. Several members of the 911 Communications Unit volunteered to act as Santa's helpers and wrap the packages the children were giving to their families.

ACCREDITATION



During 2015 the Accreditation Committee began transitioning their paper files to electronic files. These files are used for the yearly self-assessment and the final assessment by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) who will review all files for the 3 year period ending in December 2016. This leads up to the Communications Centers 6th re-accreditation by CALEA along with the Lincoln Police Department, who is in their 8th re-accreditation cycle.

To accomplish this transition we began migrating to the Communications Crosswalk for the Multiple Accreditation Process. This process is used to integrate the Communications Standards with the Lincoln Police Department standards. Now that the Communications Center has been folded into the Lincoln Police Department we are verifying compliance in nearly 100 standards that are broken down into seven basic areas;

1. Organization
2. Direction and Authority
3. Human Resources
4. Recruitment and Selection
5. Training
6. Operations
7. Critical Incidents

This transition involves quite a bit of work by the team, but they are excited about the end results and the continued ability to provide exemplary customer service and public assistance that comes from being held to a national standard.

The accreditation team has undergone other changes during this past year and now consists of Center employees Brenda Roby and Kari Byers. Brenda completed her Accreditation Management training in 2012 and Kari will be completing her training in early 2016.

TELECOMMUNICATIONS

2015 continued the trend away from landline calls and showed an increased use of wireless cellular and Voice over Internet Protocol (VoIP) phones.

The upgrade to the AIRBUS VESTA next generation capable system in 2012 has made it possible for us to plan and implement a move to full use of its Next Gen 9-1-1 capabilities during the 4th quarter of 2016. This will coincide with our now approved remodeling of the 9-1-1 Center to install 4 additional workstations, and upgrading of the radio equipment, also planned for 2016.

On average, the LECC received 1450 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 continued 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 2014 the City of Lincoln entered into an Inter-local Cooperation Agreement with 14 other cities and counties' to form the Southeast Regional 911 System to share equipment and resources which resulted in creation of an RFP for a regional 911 communications network. That RFP has resulted in a signed agreement in 2015 and the beginning of equipment installation and startup slated for 2016.

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 a Public Safety 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 Public Safety Dispatcher I (PSDI) twice in 2015 which resulted in the hiring of 15 new employees.

The LECC utilizes several mechanisms to screen applicants. The test packets were 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, 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 six to eight 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.

Another 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 and staffing needs, 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 2015, there were 50 full-time and 4 part-time employees with the LECC, including management staff. The average number of training hours per employee for 2015 was 16.5.

Using a variety of local and national resources, some of the training topics offered during 2015 included:

- **Diversity Training**
All Communications Center employees participated in this training which focused on understanding culture and diversity in our community. The way we interact with our callers can influence their experience and how they handle the situation they are facing.
- **Dispatcher Assisted CPR**
All Communications Center employees participated in this training which focused on improvements to our CPR program. We are striving to improve the odds that someone in need of CPR will survive. This is accomplished through decreasing the time before compressions begin, as well as improved CPR instructions until responders arrive.
- **Mental Health Awareness**
Studies have shown that Communication Center employees are just as likely to have negative effects from their jobs as other first responders. This training focused on identifying the causes of mental health issues and how to mitigate them from becoming long term problems.
- **TTY (Telephone Typewriter – communication device for the deaf) Refresher Training.**
- **Review of our Facility Emergency Plan.**

Certified Trainers

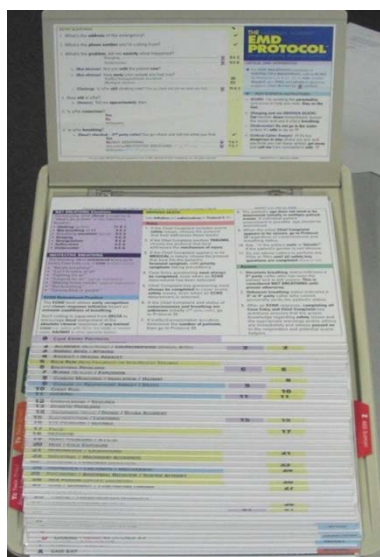
The Communications Center training program has transitioned to a cutting edge training model steeped in adult learning principles. The Adult Training Model requires documentation that includes daily journaling and a weekly coaching report in lieu of Daily Observation Reports (DOR's) and weekly supervisor ratings. Throughout 2015, 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 Supervisor. 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.



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.

Action

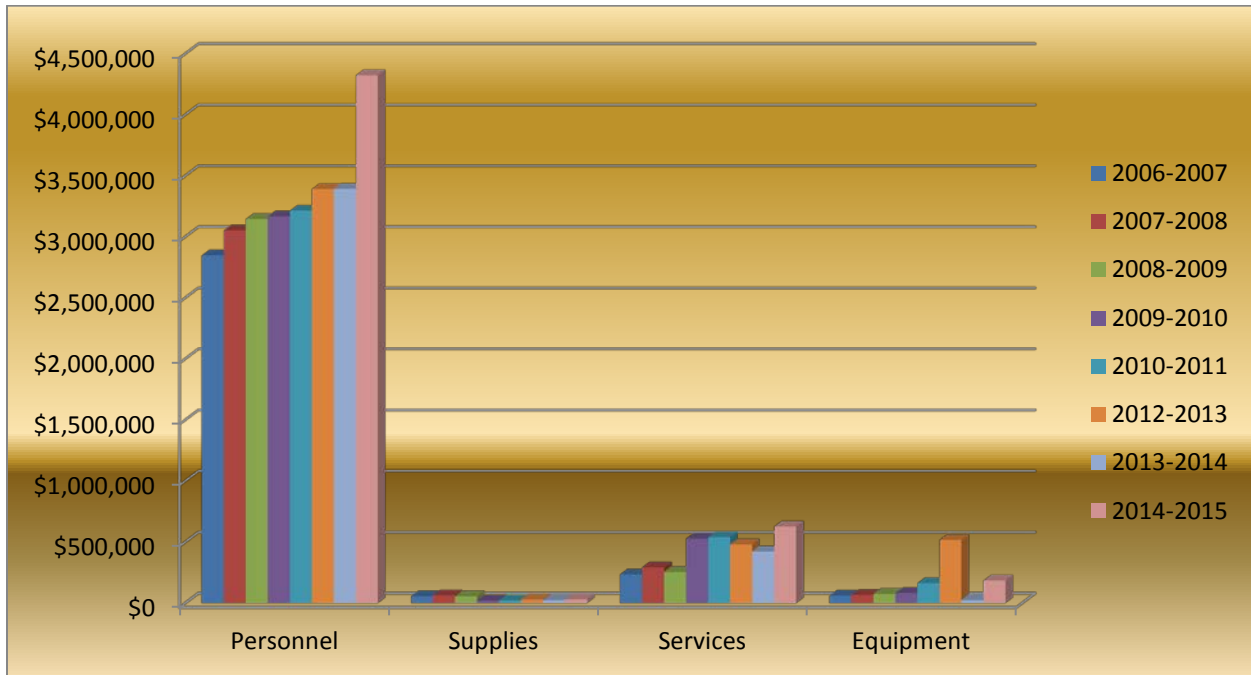
In addition to ongoing feedback, our staff receives individual and group training and education throughout the year based on the overall findings of these reviews. In order to maintain EMD certification, all staff are required to recertify every two years including the successful completion of a written 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 our supervisors.

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. During 2015 we focused on feedback instead of percentages of compliance with the intent on focusing more closely on both in 2016.

EMERGENCY COMMUNICATIONS CENTER BUDGET



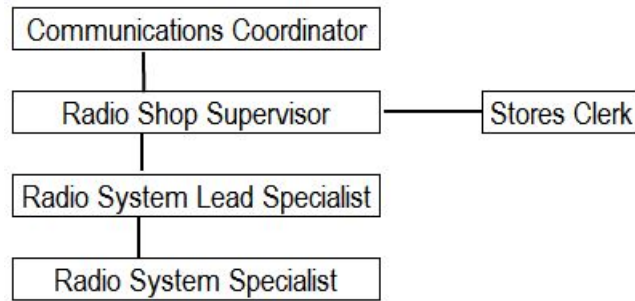
ANNUAL BUDGETS

	Personnel	Supplies	Services	Equipment	Total
2006-2007	\$2,846,720	\$56,133	\$235,884	\$60,458	\$3,199,195
2007-2008	\$3,052,000	\$63,562	\$293,436	\$66,430	\$3,475,428
2008-2009	\$3,145,000	\$56,143	\$256,391	\$75,209	\$3,532,743
2009-2010	\$3,166,702	\$19,898	\$528,705	\$81,200	\$3,796,505
2010-2011	\$3,213,330	\$22,000	\$540,391	\$163,594	\$3,939,315
2012-2013	\$3,391,037	\$30,894	\$481,032	\$517,439	\$4,420,402
2013-2014	\$3,392,717	\$24,750	\$423,836	\$25,000	\$3,866,303
2014-2015	\$4,323,835	\$31,600	\$628,041	\$185,000	\$5,168,476

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.

Project 25 (P25):

Several years ago Harris, the manufacturer of the City of Lincoln’s current trunking system, notified all customers that support will end for EDACs systems--like the one the City of Lincoln has used for several decades.

The City Radio Maintenance Section has been planning how to make the transition to a standards-based radio technology known as P25. P25 is a mature technology now, and with few exceptions, none of the hardware currently in use is capable of being used in the future. This presents a number of opportunities as well as challenges emerging over the next several years.

One certainty is that our current and future radio system will continue to be busy and events will dictate an always-on radio system getting vital real-time information to emergency responders that are continuously on the go.

Openness:

A goal of Emergency Communications is to be transparent in how the City and County Public Safety responds to calls from the public. For years, the Radio Shop has provided members of the media with equipment to monitor Law and Fire calls. Now, in addition to that, calls can be as close as your smartphone or computer. The Radio Shop provides the public with near real-time call audio while maintaining security for tactical and medical communication. PulsePoint, another public-information system draws on this same call audio to inform citizens of opportunities to assist in life-threatening emergencies.

Fire Station Alerts:

Another solution to streamline medical response is Fire Station Alerts. FSA rolls together positive notification of only those responders needed, fire station management, as well as policing what facets of the response could work better. Not only does FSA manage efficient notifications, it serves as an extra set of hands in Dispatch as FSA can easily manage numerous concurrent notifications while allowing the remaining responders to be ready for their next response.

Though still in the exploratory stage, Radio Shop staff has visited other communities that have implemented FSA to better understand Lincoln’s future implementation. FSA has many connections including the future radio system and Lincoln’s 911 CAD system.

Regional Activity:

The Radio Shop continues to have an active role in State and Regional initiatives. NRIN, a broadband microwave network and the Southeast Region PSAP are both important projects that we monitor and provide input on as required. The City Radio Shop continues to provide FCC License maintenance to the SE Region free of any fees. In the past few months, Radio Shop and 911 staff have assisted Gage County develop plans for rural communications as their importance as a regional PSAP continues to expand. Radio Shop staff also continue to attend public meetings regarding the operation of the State of Nebraska's wide area trunking system known as "SRS"

Upcoming and Recent Special Events:

Husker home games place a high demand on Public Safety and numerous agencies work together throughout the year to coordinate the communications "game plan". As threats change year to year, and even game to game, plans evolve to keep the event fun and safe for all. As is often said, the University Campus becomes a medium-size city on Game Saturday. A City complete with Police and Emergency Medical, and even Public Works services.

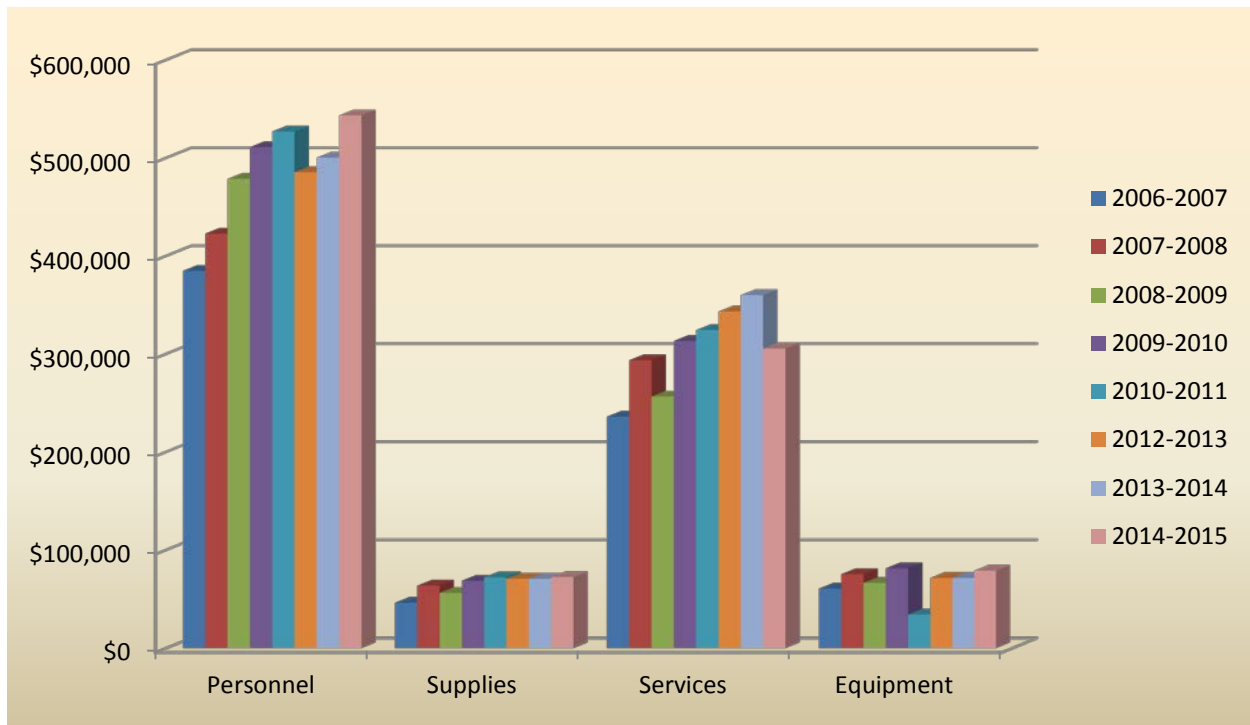
Games and special events, such as the upcoming Navy Airshow, provide the Public Safety community a chance to strengthen our ability to coordinate large-scale incidents even unplanned emerging incidents. The Radio Shop routinely works to develop communication plans with virtually every State, Federal and Local agency in our service-area. At times, this might mean advocating for new technology, but often this is as simple as helping understand the available mix of technology each agency brings to the response. As the communication plan matures, Radio Shop staff work to ensure all systems are prepared to serve the plan.

Looking Ahead:

2016 will involve maintaining the current system as well as the annual additions to the radio fleet. With the current radio system nearing its end of service, much of the next year will be spent preparing ourselves and those agencies that depend on us to make the transition to P25 Digital Trunking. This means continuing to not only learn about technology new to us, it also means a chance for us to learn and explore in detail the work done by all of those the City of Lincoln Radio Shop is proud to continue to support.

As we all move ahead into the future with radio communications in the City of Lincoln and Lancaster County it will be vital for us to maintain an even constant dialog with those we serve to ensure that issues are documented and resolved rapidly and to everyone's satisfaction. While this upcoming year will be challenging, it will provide all of us with new capabilities beyond those currently possible.

RADIO SHOP BUDGET



ANNUAL BUDGET

	Personnel	Supplies	Services	Equipment	Total
006-2007	\$384,672	\$46,133	\$235,884	\$60,458	\$727,147
2007-2008	\$422,667	\$63,562	\$293,436	\$75,209	\$854,874
2008-2009	\$478,526	\$56,143	\$256,391	\$66,430	\$857,490
2009-2010	\$510,923	\$68,550	\$313,100	\$81,200	\$973,773
2010-2011	\$526,880	\$72,050	\$324,217	\$34,200	\$957,347
2012-2013	\$485,248	\$70,665	\$343,153	\$71,500	\$970,566
2013-2014	\$500,165	\$70,665	\$359,869	\$71,500	\$1,002,199
2014-2015	\$543,274	\$72,200	\$305,378	\$78,750	\$999,602



A NATIONALLY ACCREDITED COMMUNICATIONS CENTER