



Lincoln Emergency Communications Center

Annual Report 2016

A Unit of the Lincoln Police Department



Jeff Bliemeister,
Chief of Police

I am pleased to submit our 2016 Report to the Chief. It was another productive year for the Lincoln Emergency Communications Center.

Just a few of the accomplishments in 2016 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 eleventh annual or 2015 Capital City Footprinter's Dispatcher of the Year Award in 2016 to Public Safety Dispatcher, Paige Eastman
- Awarded the 2015 Emergency Medical Dispatcher of the Year in 2016 to Public Safety Dispatcher, Larry Huisman.
- Processed 24 citizen complaints, compared to 33 in 2016. Of these, 13 were sustained.
- Averaged approximately 42,550 incoming/outgoing telephone calls per month in 2016, with over 81% of the 911 calls consisting of cellular/wireless calls.
- Moved forward with replacement of the 911 Telephone System as part of the SE 911 Region
- Moved forward with the replacement of the Radio System and expansion of the primary Emergency Communications Center.
- Processed 322,200 incidents in 2016 for the Center's User agencies including the Lincoln Police Department, Lincoln Fire & Rescue, and the Lancaster County Sheriff's Office.
- Processed 923 records requests for evidentiary purposes related to case work for User Agencies, County and City Attorneys, Public Defender and other local attorneys. This is a decrease of 1% from 2015 (964).

During 2016 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

Julie J. Righter Dove, ENP
Communications Coordinator



EMERGENCY COMMUNICATIONS CENTER MISSION, VALUES AND GOALS

VALUES

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

2016 Strategic Goals and Objectives

Operations

Provide an ergonomically efficient and pleasant work environment.

Respond to calls for service and other public needs promptly.

Develop and maintain open relationships with other agencies, organizations and the public at large.

Solicit information from staff concerning service provided by the division.

Promote consistency in all processes 24 hours a day, seven days per week.

Maintain a contingency plan.

Continue to support operations with contemporary policies and procedures.

Technical

Upgrade 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.

Maintain accredited status.

Training

Retain appropriate level of staff within the division.

Minimize liability by providing training academy for new hires and quality continuing education for all personnel.

Regularly evaluate and enhance training academy for new hires

Regularly evaluate and enhance continuing education opportunities for all staff

Recruit and retain quality employees, reflecting the diversity of our population.

Quality Assurance

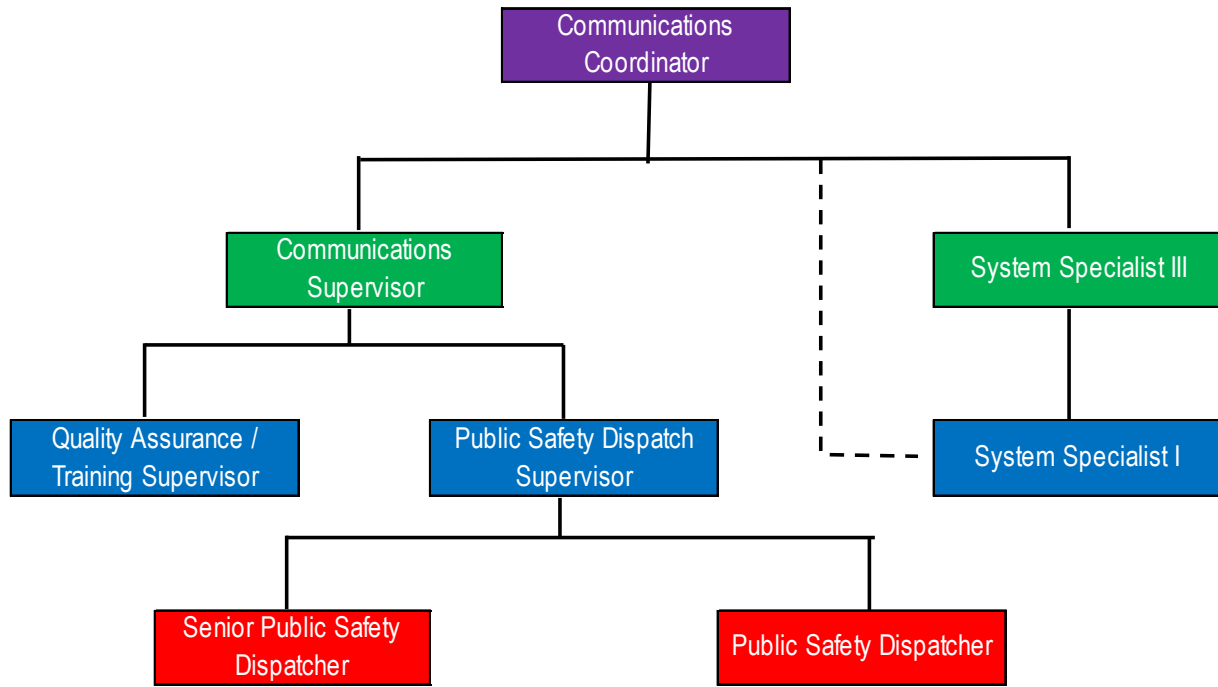
Process calls for service appropriately in order to provide services which protect persons and property and resolve problems.

Solicit information from customers concerning service provided by the division.

Promote consistency in all processes 24 hours a day, seven days per week.

Increase protocol compliance by providing continuing education opportunities for personnel related to the EMD process.

EMERGENCY COMMUNICATIONS ORGANIZATIONAL CHART



PERSONNEL ALLOCATION As of December 31, 2016

	<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. On June 1st, 2016 the LECC implemented a new EMD protocol for sudden cardiac arrest, ECHO responses. This change has improved call processing time on ECHO responses by close to 30 seconds.

TOTAL COUNTS BY SOURCE*

	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	911 VOIP	911 TOTAL
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
2016	510,607	81,852	15,856	5,503	103,211

	LANDLINE (6000)	LANDLINE (OTHER)	NON 911 LAND LINES TOTAL	PRIVATE LINES/ OUTBOUND	ALARM CIRCUITS/ RINGDOWNS
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
2016	103,423	311,603	415,026	93,438	9,224

* It should be noted that the methodology for call counts and categorizations was changed mid-year 2016

INCIDENT COUNTS BY SERVICE

2016	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED ACTIVITY	
	Monthly	Cumulative Monthly	Monthly	Cumulative	Monthly	Cumulative Total
January	23,503	23,503	1,906	1,906	29,326	25,409
February	22,948	46,451	1,885	3,791	28,270	24,833
March	25,623	72,074	2,122	5,913	33,238	27,745
April	25,242	97,316	2,147	8,060	32,948	27,389
May	25,614	122,930	2,193	10,253	32,074	27,807
June	25,888	148,818	2,233	12,486	32,785	28,121
July	26,095	174,913	2,386	14,872	32,883	28,481
August	27,024	201,937	2,347	17,219	32,582	29,371
September	26,638	228,575	2,274	19,493	34,355	28,912
October	22,191	250,766	2,264	21,757	32,073	24,455
November	23,122	273,888	2,185	23,942	29,281	25,307
December	21,965	295,853	2,405	26,347	29,300	24,370
TOTAL	295,853	295,853	26,347	26,347	26,347	322,200

RECORDS RETRIEVAL

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

YEAR	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Total Requests	613	788	964	923
% Increase over previous year	N/A	+22%	+18%	-1%

NCIC / CHANNEL 50

The LECC had a very busy year in 2016 and the numbers shown below highlight increases in almost all areas since 2014.

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>% Increase Prev Year</u>
Broadcasts created:	5,104	5,073	5,070	0%
NCIC entries created:	1,834	2,073	2,393	+15%
Criminal histories:	1,900	1,995	2,314	+16%
Teletypes/QQQ messages sent:	2,014	2,163	2,393	+11%

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. On June 1st the LECC was authorized to adopt a new protocol for sudden cardiac or respiratory arrest, allowing for quicker dispatch of first responders. This protocol's success can be seen in the average ECHO Dispatch times.

2016 DISPATCH TIME*

MONTH	SECONDS	QUARTERLY AVERAGE
JAN	36.00	
FEB	36.87	
MAR	34.31	35.72
APR	35.89	
MAY	26.59	
JUN	25.76	29.41
JUL	26.00	
AUG	31.36	
SEP	26.32	27.89
OCT	26.07	
NOV	25.59	
DEC	29.59	27.08
ANNUAL AVERAGE		30.03

*It should be noted that protocol changed June 1, 2016

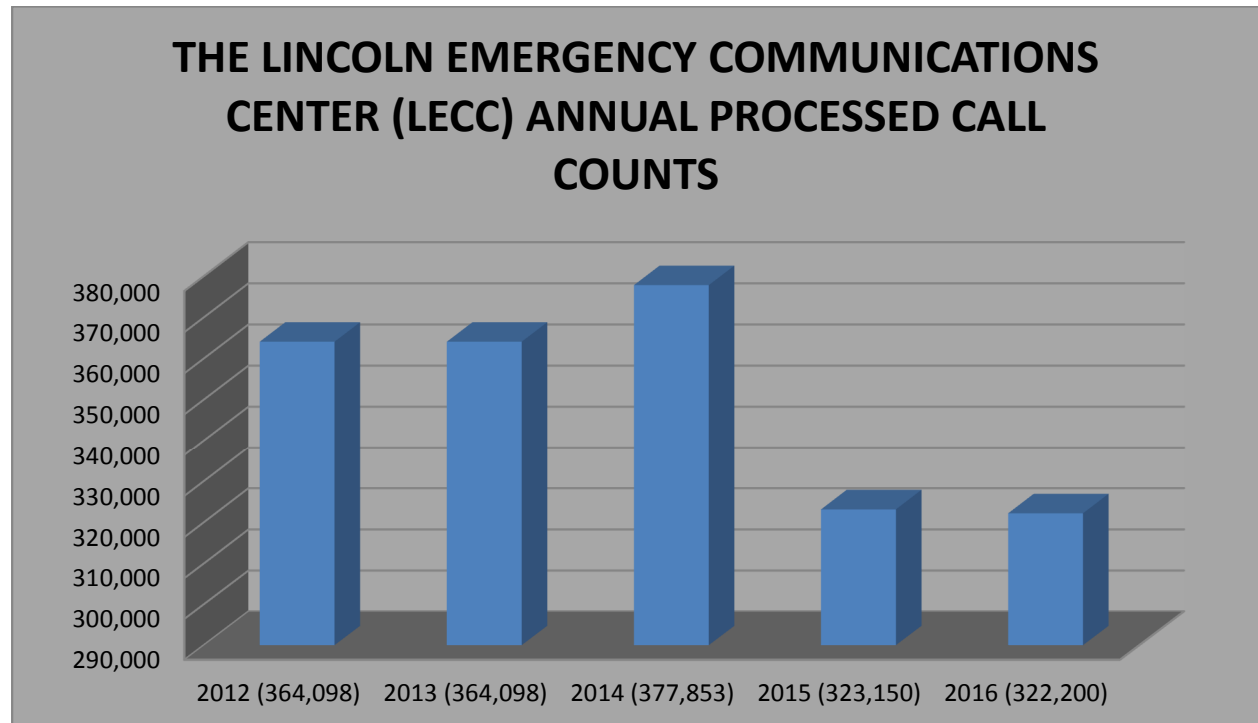
SYSTEM TECHNOLOGY SUMMARY

2016 proved to be a busy year as we continually work to enhance 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 begun or completed a number of projects. They include planning for participation in a new 911 Telephone System with a hosted solution in partnership with 13 other Southeast Nebraska county's and PSAPs, implementation of a Fire Station Alerting system which is interfaced to the LECC's CAD system and replacement of the City's 25 year old Radio System with a new state of the art Motorola P25 Phase 2 system. PulsePoint which was implemented in October of 2015 to provide real time display of calls Lincoln Fire and alerting users to patients suffering sudden cardiac arrest has continued to grow with over 10,000 downloads of the app.

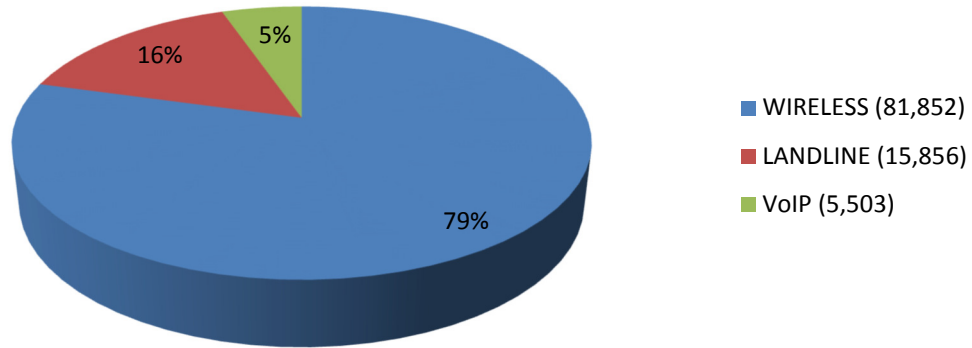
As the year comes to an end, we continue to plan and prepare for several projects in 2016. There will be a remodel of our growing 911 Center with all operations moved to the Back-up Center for multiple months, implementation of the new 911 Phone System, CAD upgrades and continued work on the new Motorola Radio System.

The Lincoln Emergency Communications Center (LECC) processed 614,880 emergency and non-emergency telephone calls during 2016. These telephone calls resulted in 379,116 calls for service from user agencies and citizen requests, and 322,200 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.

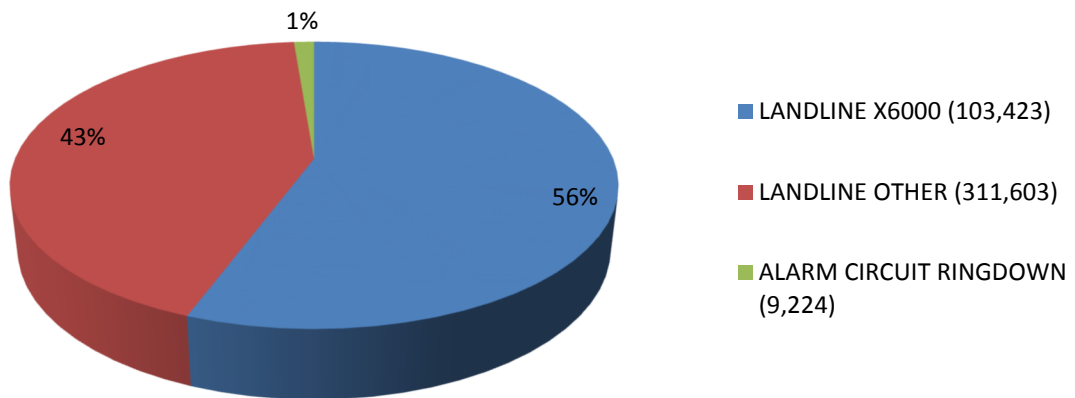


2016 PERFORMANCE TELEPHONE SUMMARY

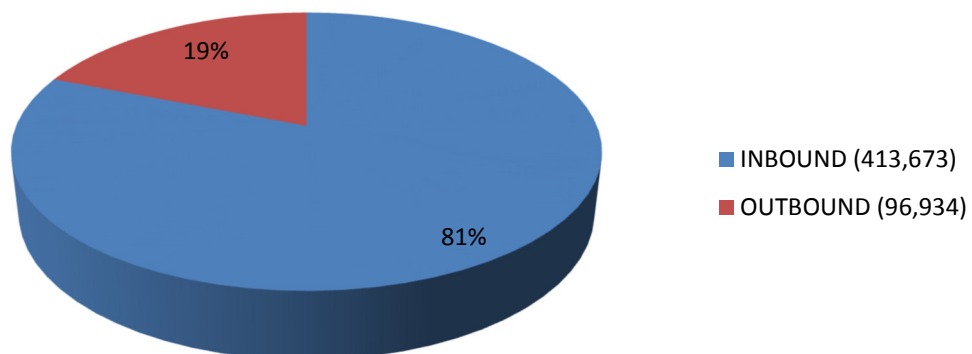
ALL 911 CALLS



ALL OTHER ADMIN- NON 911 CALLS



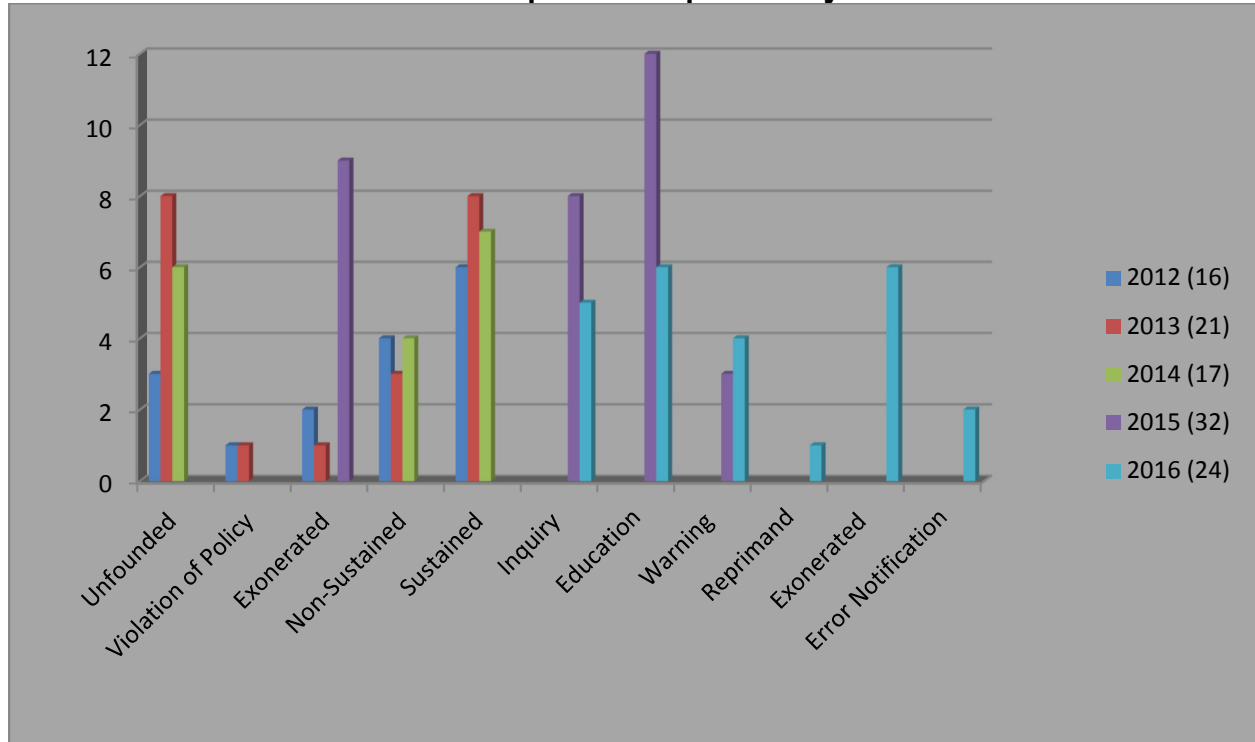
INCOMING AND OUTGOING CALLS



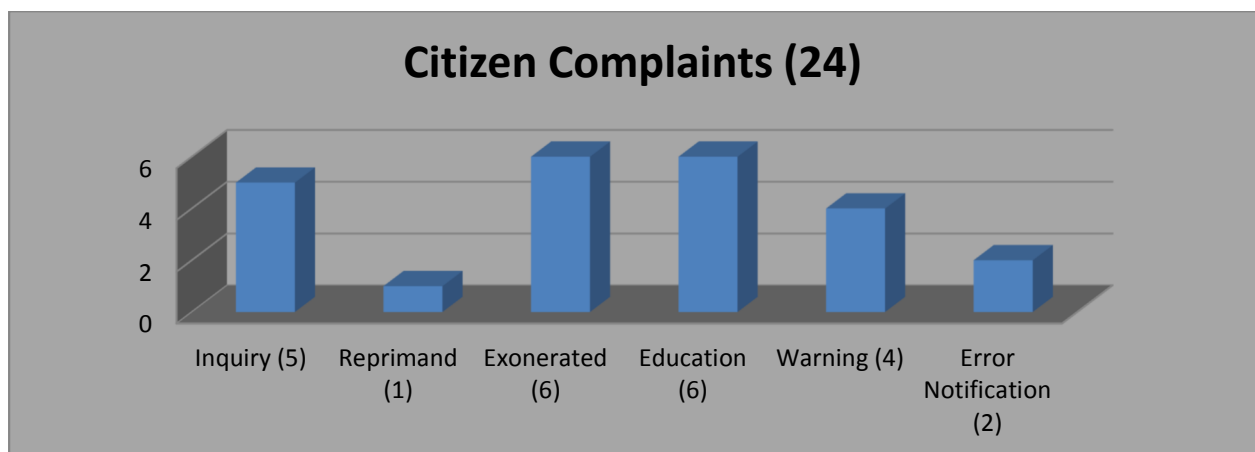
COMPLAINTS

The Emergency Communications Center received 24 citizen complaints, 95 internal complaints, and 35 user agency complaints during 2016. 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.

Citizen Complaint Comparison by Year

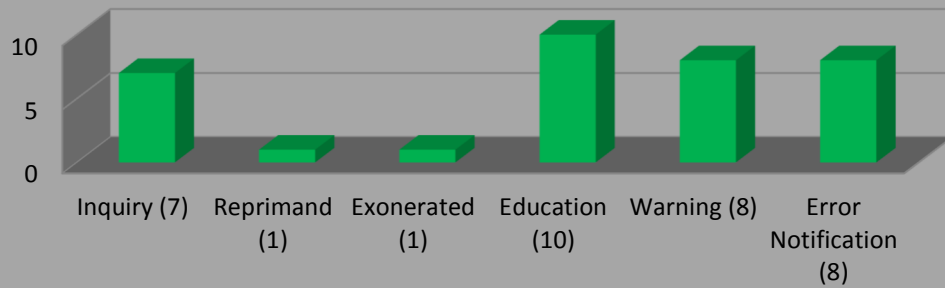


Citizen Complaints (24)

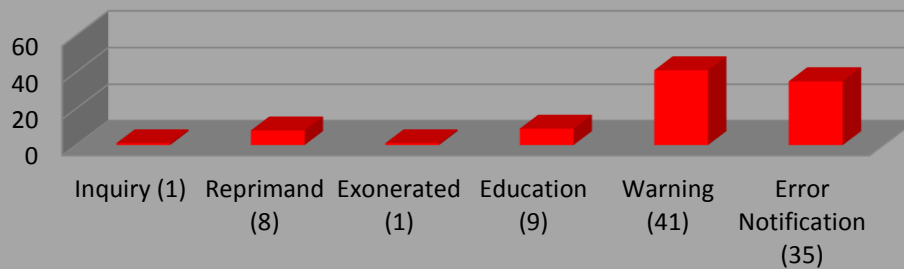


Note: Some categories were added and/or deleted over the years to reflect changing policies in the 911 Center so not every column has all categories represented

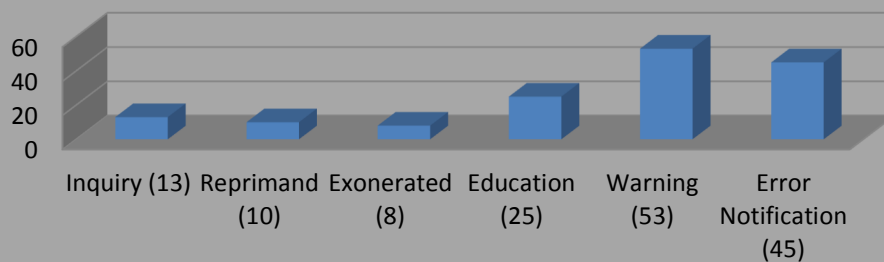
User Complaints (35)



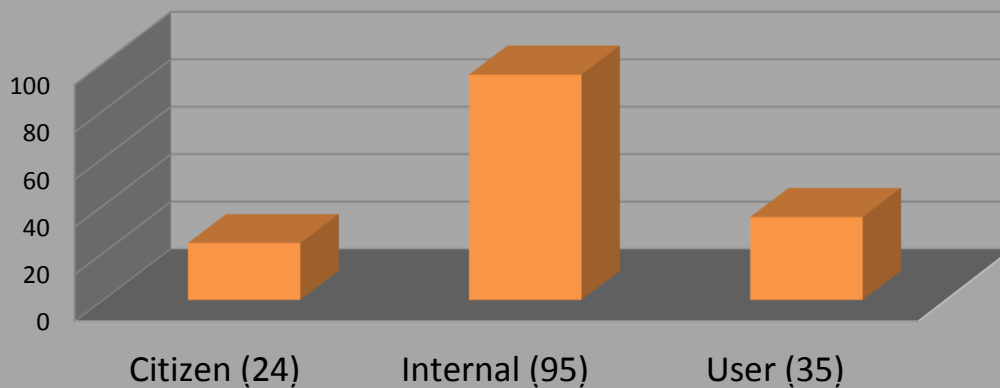
Internal Complaints (95)



Total Complaints Summary By DISPOSITION



Total Complaints



Lincoln Emergency Communication Center



2016

Recognition, Awards

And

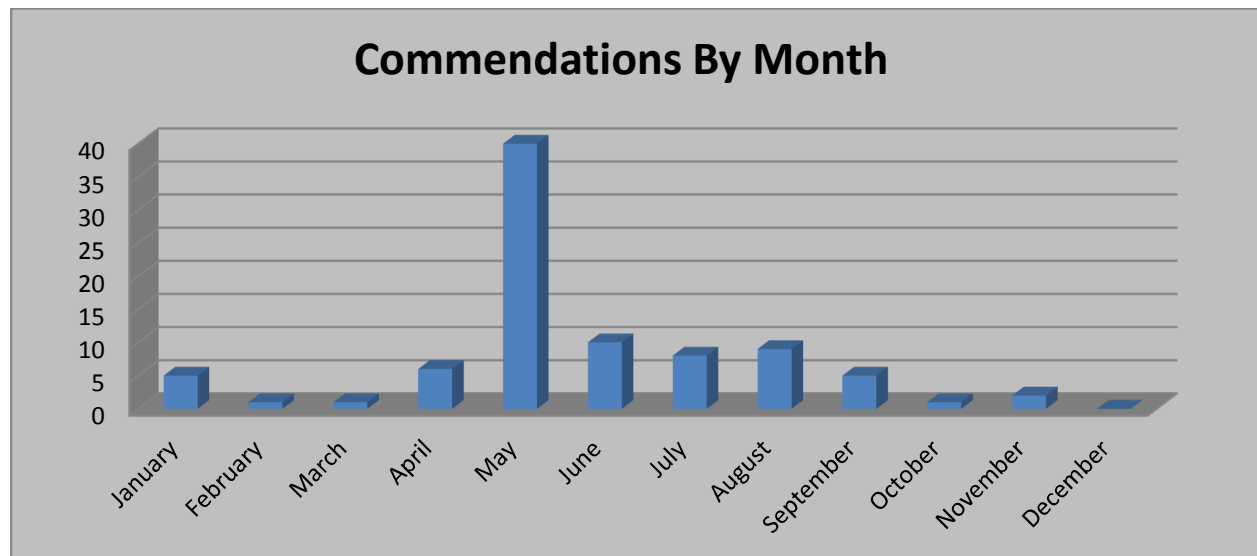
Special Reports

COMMENDATIONS

There were 90 commendations received by Lincoln Emergency Communications Center personnel during 2016 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:

Jessica Anderson	3	Gideon Badeer	1	Amanda Bigley	2
Michael Binder	1	Kari Byers	7	Sharon Codr	1
Carson Coles	3	Kelly Davila	1	Lucinda Davis	1
Patrick Delaney	2	Paige Eastman	7	Tara Garza	2
David Grasmick	1	Taylor Gregg	3	Christy Harmon	1
Larry Huisman	2	Jaime Johnson	1	Carl Kacvinsky	2
Bryan Kelly	1	Becky Lyons	1	Amy Meier	1
Brent Molthan	1	Leslie Novak	4	Lisa Pachunka	1
Brenda Roby	3	Dave Rood	3	Maricki Rotert	6
Jamie Russell	4	Chad Schmidt	2	Todd Shapland	1
Jodi Standley	3	Shasta Starkey	2	Cary Steele	3
Mindy Streeter	3	Samantha Taylor	1	TJ Thornton	1
Elizabeth Ulmer	2	Danielle Werner	1	Ron Weaver	3
Andrea Wiggins	1	Gregg Witfoth	1		



All personnel are instructed as to the procedures in place to facilitate the handling of complaints and commendations in order to gain public confidence. Additionally, 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

Paige Eastman

Paige Eastman, a Public Safety Dispatch Supervisor with the LECC, was recognized in 2016 for the 2015 eleventh 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.



Paige Eastman
2015 Dispatcher of the Year

Emergency Medical Dispatcher of the Year

Larry Huisman

Public Safety Dispatcher Larry Huisman was recognized at the annual 2016 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.



Larry Huisman
2015 Emergency Medical Dispatcher of the Year

Trainer of the Year

2015 Training Academy Team

Traditionally the Center's "Trainer of the Year" award is presented during National Telecommunicator's Week. In 2016 the award was presented to the entire "2015 Training Academy Team", a group of dedicated professionals who pulled together to recreate our Academy, refresh our materials and in some cases provide one-on-one training for those hired in 2016.



Lisa Brown



Kari Byers



Sharon Codr



Kelly Davila



Paige Eastman



Tara Garza



Jaime Johnson



Bryan Kelly



Kassi Koerner



Becky Lyons



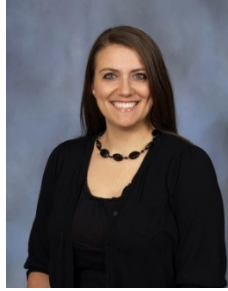
Amy Meier



Brent Molthan



Mark Murphy



Leslie Novak



Brenda Roby



Jodi Standley

Mayor's Award of Excellence

Kelly Davila – July



On July 11th, 2016 Systems Specialist III Kelly Davila was the recipient of the Mayor's Award of Excellence for her work to develop the PulsePoint smartphone application. Davila served as the lead for the City on the implementation of the app that is now being used by nearly 10,000 people in the Lincoln area. PulsePoint connects those trained in CPR with those suffering sudden cardiac arrest in public places within a quarter mile of their location.

Cary Steele - December



On December 12th, 2016 Public Safety Dispatch Supervisor Cary Steele was the recipient of the Mayor's Award of Excellence for improving the Emergency Communications Center's Cardiac Arrest Protocol. His recommendation for changes that were implemented on June 1st, 2016 has resulted in a total call processing time decrease of approximately thirty seconds.



Amanda Bigley and Shasta Starkey

On April 7th, 2016 Bryan Health Center held its eighth annual Tribute to Trauma Champions. This event honored all the dedicated professionals involved in saving the lives of Heather Boulais and Merri Kay Bradley.

Congratulations to Public Safety Dispatcher Amanda Bigley and Senior Public Safety Dispatcher Shasta Starkey for their 2016 Trauma Champions Award.

Read the full story at <https://www.bryanhealth.com/services/trauma/tribute-trauma-champions/>

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 at the April 24th, 2016 event are shown below.



Amanda Bigley



Lisa Brown



Kari Byers



Kelly Davila



Lucinda Davis



Paige Eastman



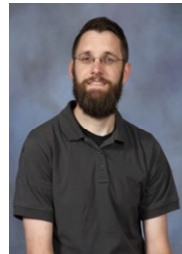
Tara Garza



Larry Huisman



Jaime Johnson



Carl Kacvinsky



Bryan Kelly



Becky Lyons



Amy Meier



Lisa Pachunka



Steve Phillips



Dave Rood



Maricki Rotert



Jodi Standley



Cary Steele



Mindy Streeter



T.J. Thornton



Ron Weaver

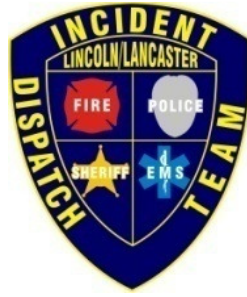


Gregg Witfoth



Lori Yaussi

LINCOLN INCIDENT DISPATCH TEAM



During 2016, the team recorded the following activity: 11 – Special Events, 3 - 3rd Alarm Fires, 1-HazMat, 2-LPD Warrant Detail, 1 – Special Detail, 2- Air Show/Lincoln Marathon Planning and Communications Support, 3- Training Exercises.

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

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



Incident Dispatch Team (IDT) members Leslie Novak, Brent Molthan and Cary Steele provide communications support for LPD and LFR at the Lincoln Marathon on May 1st, 2016



PUBLIC EDUCATION

The Lincoln Emergency Communication Center (LECC) has been very involved in educating the community through tours, presentations, job shadows, sit-a-longs and other large community events. Just to name a few we have seen: multiple elementary and high school 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 as well.

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 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 and emergency, how to dial 911 and what to expect once 911 has been dialed.

A special thank you goes out to the Public Education Committee members for their time, dedication to the community and to public safety: Leslie Novak, Brent Molthan, Brandi Villamonte, Gideon Badeer, Mark Murphy, Sara Prewett, Carl Kacvinsky, Brenda Roby, Jamie Russell, Amanda Bigley, Jessica Anderson, Taylor Gregg, Kassi Koerner, Michael Binder, Carson Coles and Shasta Starkey.



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

ACCREDITATION



During 2016 the LECC finalized the transition from paper files to electronic files and partnered with the parent agency, the Lincoln Police Department. As part of the Lincoln Police Department the LECC qualifies to participate in the CALEA Multiple Accreditation program. Those standards which apply to both the Police Department and LECC become part of the Police Department's accreditation leaving the LECC with those standards which are specifically pertinent to Public Safety Communications. Both agencies participated in a joint on-site assessment in 2016 with CALEA assessors closely examining the agencies processes, practices and compliance with CALEA Standards. The on-site was very successful and the LECC anticipates being reaccredited by the Full Commission for the 6th time in March of 2017 at the CALEA Mobile, AL conference.

The LECC was found to be in compliance with nearly 100 standards in the following areas;

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

The accreditation team of Brenda Roby and Kari Byers continue to do an excellent job in administering the LECC's Accreditation Program.

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 2016 which resulted in the hiring of 14 new employees.

The LECC utilizes several mechanisms to screen applicants. The test packets were received from Standard & Associates. Standard & Associates' National Dispatcher Selection Test gives call centers the ability to objectively assess a candidate's skill level in five important areas: Reading Comprehension, Listening, Problem Solving, Prioritizing, and Multi-Tasking. The LECC also utilizes the Predictive Index test, typing test and an oral hiring board consisting of supervisory and LECC personnel as well as supervisory LPD 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 seven to nine 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 2016, there were 52 full-time and 8 part-time employees with the LECC, including management staff. The average number of training hours per employee for 2016 was 23.5.

Using a variety of local and national resources, some of the training topics offered during 2016 included:

- **Fire Station Alerting**

All Communications Center employees participated in this training on LF&R's new fire station alerting equipment. This new update completely changed the way we were dispatching fire and medical calls in the City of Lincoln. The new system is completely automated and has several advantages for LF&R and the LECC. Since implementation we have decreased the amount of time from when a call is taken to when it is dispatched.

- **MACH**

MACH is a computer system developed by a company called National Model. In 2016 we began using this software as an automatic vehicle location system for our vehicles. We are able to track officers and fire apparatus. The main advantages of this are being able to locate them if they were not able to respond to us, and know where they are in relationship to the call they are on the way to.

- **Identifying Sudden Cardiac Arrest**

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.

- **TTY (Telephone Typewriter – communication device for the deaf) Refresher Training.**

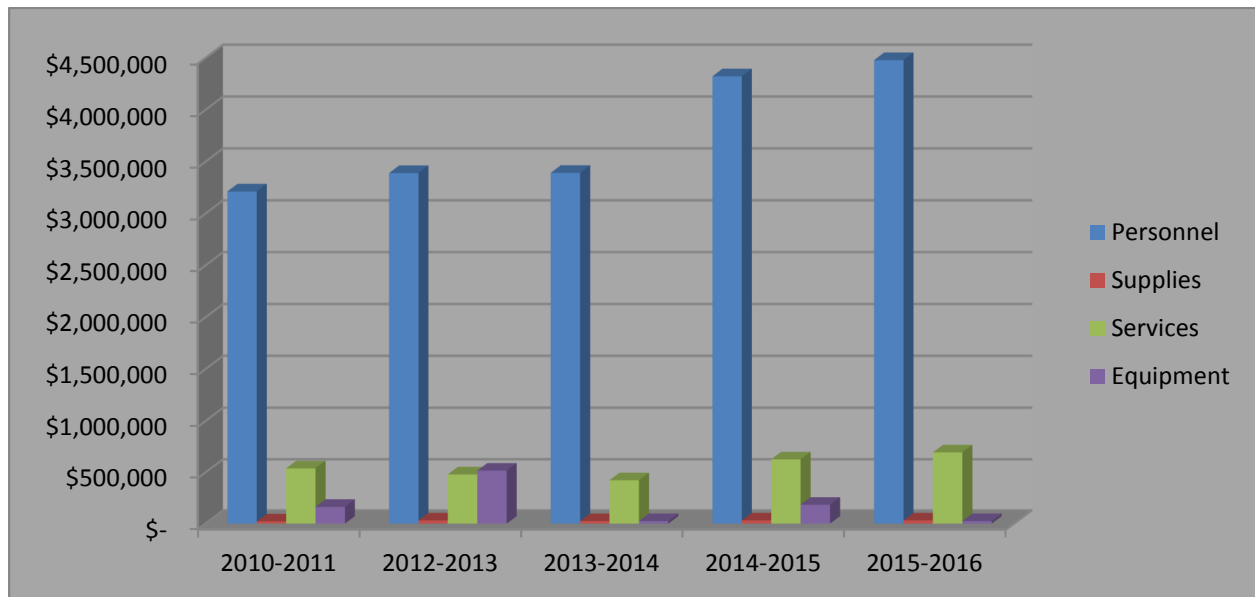
- **Review of our Facility Emergency Plan.**

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 we recently implemented a daily coaching report. All trainers are required to complete a Certified Training Officer course based on a hybrid of the Washington State Criminal Justice Training Center's Certified Training Officer Course and APCO'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 COMMUNICATIONS CENTER BUDGET



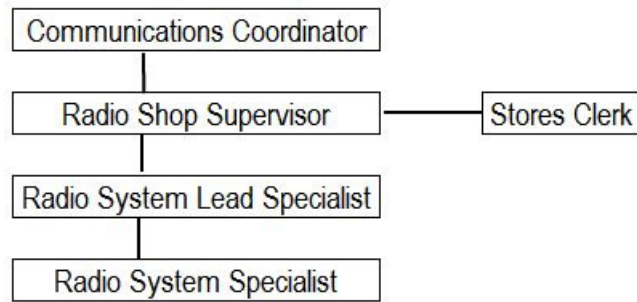
ANNUAL BUDGETS

	Personnel	Supplies	Services	Equipment	Total
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
2015-2016	\$4,480,024	\$31,600	\$695,825	\$25,000	\$5,232,449

Radio Shop



ORGANIZATIONAL CHART



PERSONNEL ALLOCATION - 2016

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

EDACS Radio Maintenance has worked this year to continue to support the City's almost 20 year old public safety radio system. At the same time, we have been working on numerous tasks involved in ushering in the next era for Public Safety communications in Lincoln and Lancaster County. Migration to the Phase II Project 25 system continues to be no small undertaking. As can be imagined, with the age of our current equipment, towers and associated infrastructure, much of it is in need of refreshment. Adding to this, with the bid awarded to Motorola Solutions Inc, almost none of our current assets are able to be redeployed for the future.

Storm Repair:

Over the last year storms have also given us a need to refresh older outdoor equipment around Lancaster County. A tornadic storm on May 9, nearly centered on Lincoln's primary hub site, produced large hail blowing nearly horizontal in direction. Tower sites usually defend against ice falling from above, but there was little defense for the sideways fastballs pitched at the Site. Many of the transmission lines, some like copper downspouts, were crushed or severely damaged. With the uncertainty in the new system's timeline, Radio Maintenance had to replace some of the damaged infrastructure in spite of being under a year away from implementation of the new P25 system.

Transition to New P25 System:

Further challenges are being met regarding the probable transition from the current two-way system to the new modern one. For several weeks (or more) both the new and old systems will operate side-by-side. Challenges abound leading up to and during these week. Much of the current system has already been removed and over the summer of 2017 the older system will lose over half its capacity. Timing will be crucial during the actual migration to provide a high grade of service while avoiding such events as fall Husker football games.

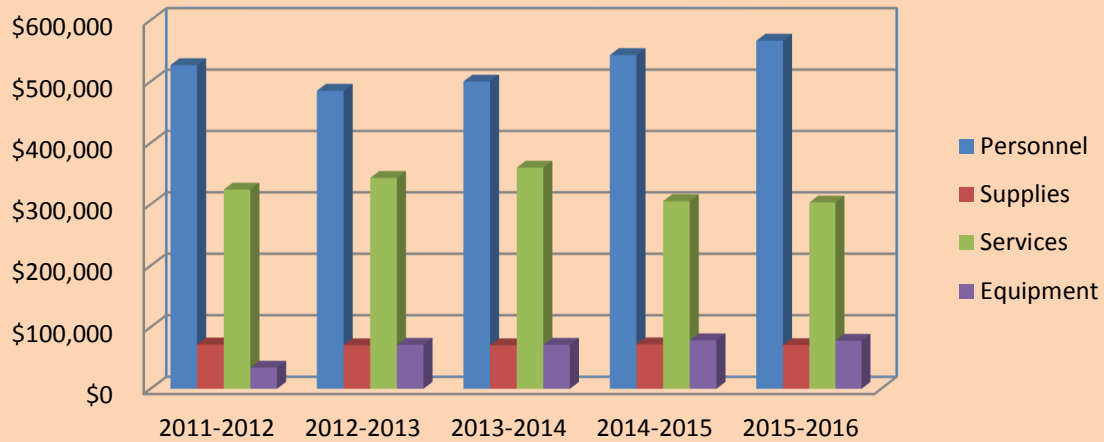
The Public Safety sales tax not only has allowed us to refresh Lincoln and Lancaster County's radio system, it has also allowed LECC to remodel their dated main call center mentioned in detail in this annual report. The Radio Shop had to remove a considerable amount of live, mission-critical hardware from the current area to an under-utilized tower north of Downtown Lincoln. Not knowing if the new system would be ready in October 2017, we continue to support the old equipment and now have plans to re-equip the newly remodeled 911 Center with the Harris Maestro consoles.

Lincoln and Lancaster County's new Radio System is a "bolt-on" to the well-established State of Nebraska Radio System. As such, Raymond Ryan and Julie Righter Dove are also busy forging a new relationship for continued management of the new system. The actual structure of this State/Local group is still in its infancy but will continue to grow in clarity and formality as we near our transition in the spring of 2017.

Coverage Enhancements:

Bi-directional amplifiers continue to be a vital component to provide Public Safety with coverage in areas not well served by the City's transmission towers. Even with the addition of an additional tower in the future system, many areas need to be enhanced for Law Enforcement of Fire/EMS to safely operate. The new Law Enforcement Gun range developed by LPD near Nine-Mile Prairie is just one example: even as near Lincoln City limits as the range is, Officers, many working outdoors, had very little radio coverage for training or the possibility of an emergency. Mark, from the Radio Shop designed and installed a BDA system to give Officer's the coverage they need both in the training rooms and outside at the range. Many of Lincoln's first-generation amplifiers will need replaced over the next few year and more locations, such as Rural Schools could benefit from the enhancements to safety these systems provide.

RADIO SHOP BUDGET



ANNUAL BUDGET

	Personnel	Supplies	Services	Equipment	Total
2011-2012	\$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
2015-2016	\$566,661	\$71,000	\$303,111	\$78,000	\$1,018,772



A Nationally Accredited Communication Center