

Metropolitan Nashville Emergency Communications Center



2012 Annual Report

Mission Statement

To provide initial emergency and non-emergency first responder products to the public and our first responder partners so they can experience the benefits of a healthier, more secure community.

Values

In carrying out our mission, members of our department will continue to value:

- The importance of the people we serve and each other
- Excellence and professionalism in handling our duties
- Problem solving teamwork with our first responder partners

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Letter from the Chief



To the Citizens of Nashville:

The personnel of your 9-1-1 center strive daily to provide excellent service to the many callers. In 2012 the Metro Nashville Emergency Communications Center (ECC) handled over 1.9 million telephone calls. Over 388,000 were 9-1-1 calls and over 667,000 were non-emergency (862-8600) calls.

Metro Nashville uses a Motorola 800 MHZ Trunked Simulcast Public Safety Radio System and in 2012 the Project 25 Upgrade was implemented to enhance the system in a digital format.

With the support of the Emergency Communications District board members, the ECC continues to receive state-of-the-art equipment and training. Several of the employees were able to attend Public Safety national conferences for additional training as well as exposure to new practices and ideas.

ECC became involved with many aspects of the Next Generation 9-1-1 technology during 2012. In working very close with the State Emergency Communications Board, the ECC has been involved in testing and validating the changing technologies as it will relate to processing 9-1-1 calls. ECC's back-up facility has additional phone equipment that will allow outside agencies that have experienced a catastrophic event to establish a 9-1-1 center for their citizens. Essentially, the ECC back-up facility could be a back-up for any agency.

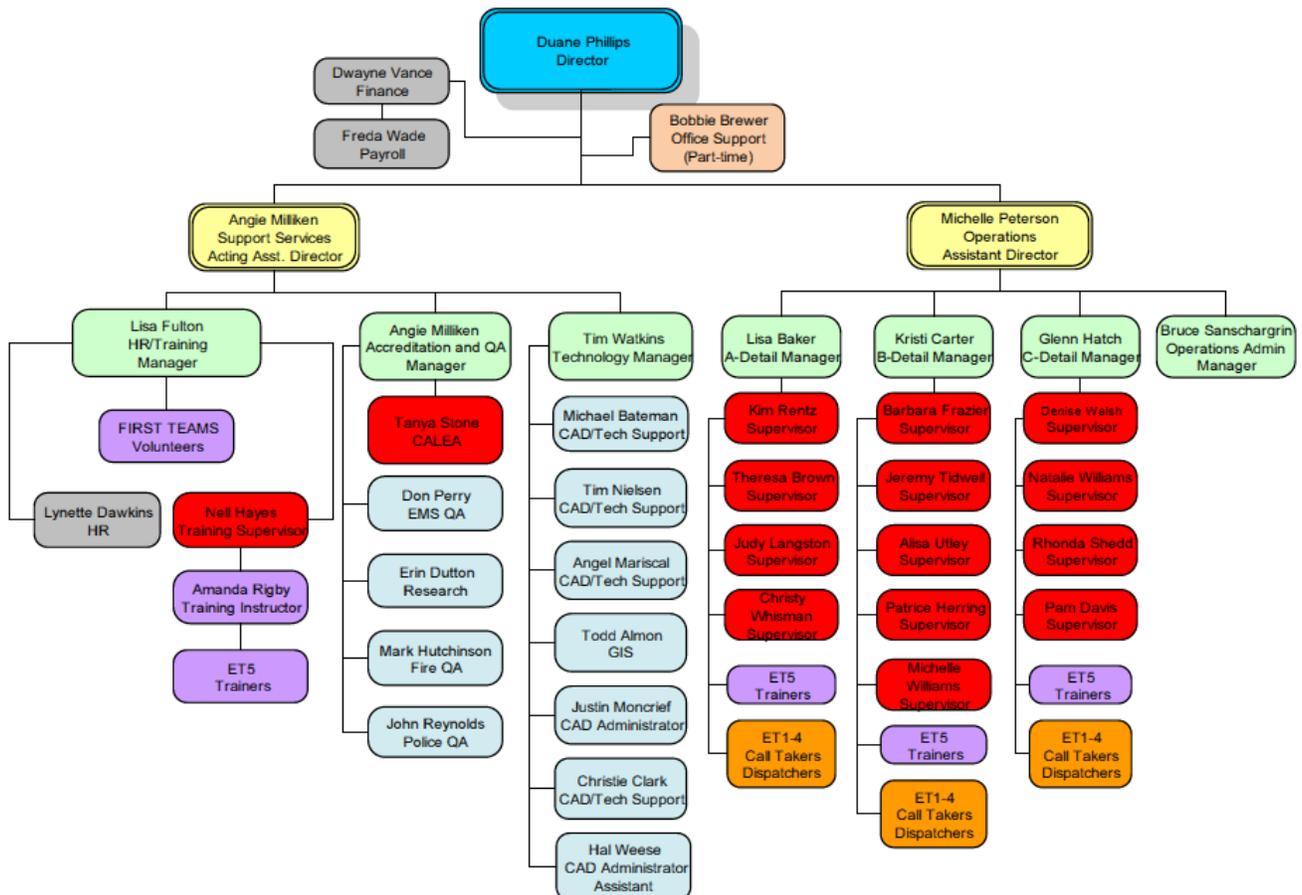
As you will see in these pages, the men and women of the ECC are dedicated to providing professional service to meet the needs of the citizens as well as our Public Safety response partners. We are grateful for the support of Mayor Karl Dean, the Metropolitan Council, the ECD Board, the ECC Board and the many citizens of Nashville.

A handwritten signature in blue ink that reads "Duane Phillips". The signature is fluid and cursive.

Duane Phillips - Director



EMERGENCY COMMUNICATIONS CENTER ORGANIZATIONAL CHART

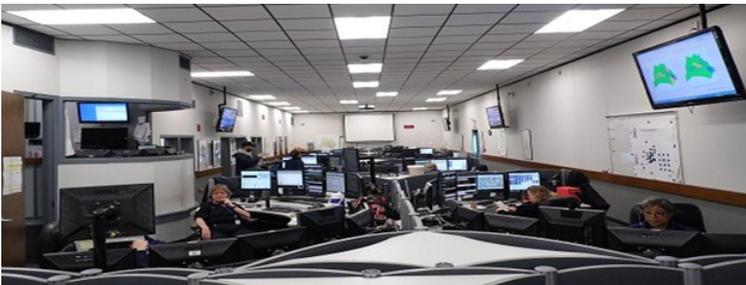


Operations

Operations

The Emergency Communications Center (ECC) Operations Division is the heart of the public safety system for Davidson County and the Nashville area. This division operates 24 hours a day, seven days a week. The schedule consists of three 8 hour shifts that allows for briefings at the beginning of the shifts. The employees that are assigned to this division are responsible for answering 9-1-1 calls, non-emergency calls, and dispatching Police, Fire, and EMS responders to the citizens within the Nashville area.

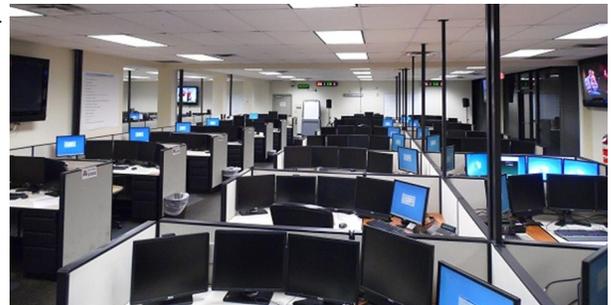
Effective communication is the core of the operations division of the ECC. Call takers and dispatcher are generally the first point of contact from the citizens and Public Safety partners. It is imperative for the call taker and dispatcher to utilize successful interrogation skills to ascertain pertinent information to provide to the emergency responders in a timely manner. The call taker and dispatcher must use the information that is given to prioritize the level of urgency of the incident which has a direct impact on how the public safety unit will respond to the incident. At times, the call taker has to provide pre-arrival instructions to callers to enhance the safety and welfare of the caller, responding units, and any other persons who are on the scene. The pre-arrival instructions are based on the ECC Call Taker Training Manual Guidelines, the Emergency Medical Dispatch (EMD) protocols, and the Emergency Fire Dispatch (EFD) protocols. These resources help the call taker provide a standardized process regardless of the situation.



ECC Primary Site

ed once per month to ensure the equipment is operational and functioning properly. During inclement weather or a major incident, the employees are allowed to go to the nearest site to ensure convenience and safety. When both sites are in use, the citizens of Nashville nor the Public Safety partners experience any difference in the normal services that are provided to them.

The ECC has a primary center and a backup center. Both sites can be operated simultaneously or individually. Both sites have the exact same technical capabilities to help perform the daily tasks of operations in the ECC. Normally, the back up center is activat-

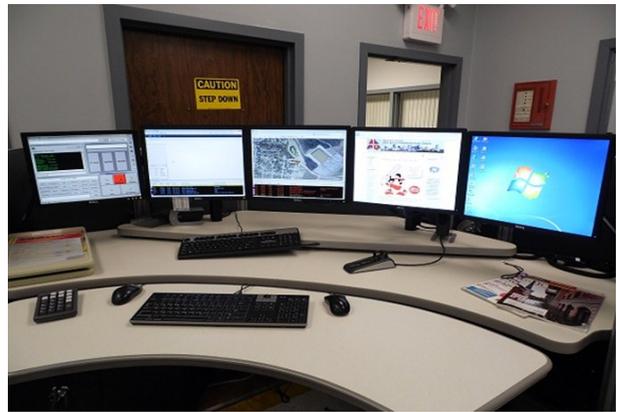


ECC Back-up Site

Operations



Dispatch Console



Call Taking Console

In 2012, with the addition of the Madison Precinct, the dispatch positions increased from seven to eight. The ECC has eight police and four fire dispatch positions that must be manned 24 hours a day. Two additional positions are available for commands or special events. Each of the dispatch positions are equipped with interoperable radio frequencies and are capable of broadcasting information on any talk group.

The primary site has 27 call taking positions and the back up site has 21. Staffing levels vary depending on the workload, the time of the day and the day of the week.

During 2012, the ECC answered

- 388, 176 9-1-1 calls
- 667, 533 non-emergency calls

During 2012,

- call takers and dispatchers made 807, 215 business related calls
- the center processed a total of 1,862, 924 calls
- the average answer time for 9-1-1 was 4.8 seconds
- the average answer time for the non-emergency line was 30.4 seconds
- the overall Computer Aided Dispatch (CAD) transactions, including the National Crime Information Center (NCIC) was 1,558, 046.

ECC's Operations Division is led by Managers Lisa Baker, Kristi Carter, Glenn Hatch, Bruce Sanschargin and Assistant Director Michelle Peterson.

Support Services

Human Resources

ECC's Human Resources (HR) section has committed to assisting the employees by providing them with information and support in such areas as compensation, benefits, safety, and employment law. The HR section facilitates the recruitment, hiring, investigation and promotion of ECC Employees. This section is responsible for community outreach, public education, the monthly newsletter, and tours.

ECC's Human Resources Coordinator is Lynette Dawkins led by Manager Lisa Fulton.

Personnel

The fiscal year starts July 1st, the staffing levels for the ECC changed in 2012; from January to June the department had 172* Full Time Equivalents (FTE). June 1st the counsel approved the Mayor's budget which included four** additional FTEs for a total of 176. From July 1, 2012 to July 16, 2012, the ECC was fully staffed.

A breakdown of the employees:

- 1 Director
- 2 Assistant Directors
- 7 Managers
- 15 Supervisors
- 7 Technology staff
- 4 Quality Assurance staff
- 2 Finance/Payroll staff
- 1 Human Resources Coordinator
- 1 Training Instructor
- 1 Administrative Assistant
- 135 Emergency Telecommunicator I - Emergency Telecommunicator V

Organizational Chart can be found on page 5.

*ECC has one part time employee. The Administrative Assistant works three days a week and is considered .6 of an FTE. ECC rounds this up to a whole number. Instead of 171.6, it was reported as 172.

**The Mayor's Budget actually approved 3.5 FTEs. For reporting purposes the number was rounded up to 4.

Human Resources



Recruitment/Hiring

ECC representatives participated in three job fairs in 2012.

- Volunteer State University in April
- Kaplan Career Institute in August
- Belmont University in October

Metro HR posted two openings for Telecommunicator I in March & August 2012. Over 900 Applicants were processed.

ECC Conducted eight New Hire Orientations, 45 pre-hire testing sessions and interviewed 60 applicants.

Four Academy Sessions were conducted

- February 2012 - 4 new hires
- April 2012 - 4 new hires
- July 2012 - 10 new hires
- November 2012 - 7 new hires



Of the 25 employees hired in 2012, six did not successfully complete the training. Another three resigned for personal reasons and two were terminated for failing to come to work. By the end of 2012, 14 of the 25 hired were still employed with the ECC.

Retirements & Resignations

In addition to the trainees listed above, ECC lost 19 seasoned employees due to retirements or resignations, in 2012.

Human Resources

Grievance

In 2012, one Employee Grievance was filed. It was resolved at the supervisor level and did not progress any further through the chain of command.

Investigations

The HR section participated in four (4) Internal Investigations in 2012.

Tours

The ECC welcomes other public safety agencies to visit our facilities. We are eager to share our knowledge and experiences and learn from any agency willing to reciprocate. We also welcome students in the Criminal Justice field, the MNPd's Civilian Police Academy, and other special interest groups. In 2012, we conducted 17 tours which included visitors from Virginia, Georgia, Florida, Texas, Canada, and several counties across Tennessee.

Policies & Procedures

In 2012, the HR section updated and re-issued eight procedures. One new procedure was created and issued and one was rescinded and archived.

Finance/Payroll

ECC's Payroll Coordinator is Freda Wade and Finance Officer is Dwayne Vance.

In accordance with the Charter of the Metropolitan Government of Nashville and Davidson County, the ECC Director will have authority, responsibility and accountability over all fiscal matters of the department, under direct guidance from the Metropolitan Government Fiscal and Purchasing Departments and the Emergency Communications District (ECD) Board, and as established by the Charter of the Metropolitan Government of Nashville and Davidson County, Tennessee.

The finance and payroll section of ECC is responsible for all the Financial Reports, processing the payroll records for every employee, keeping track of time accruals and usage and all budget concerns between the ECC and the Metro Government.

In 2012, this section compiled and submitted 76 financial Reports.

Payroll for the entire department cost \$8,195,029 plus \$3,244,806 in fringe costs. Of the 4,381 payroll checks that were issued in 2012, 99.32% were processed accurately.

ECC utilized 14,073.88 hours of Overtime in 2012, for a cost of \$378,926.

Training Section

The goal of the Training Program is to provide the opportunity for all employees to obtain the necessary skills, knowledge and ability to perform their present duties and to prepare for future assignments and advancement.

ECC Training Section is led by Supervisor Nell Hayes. Amanda Rigby is the training instructor.

In 2012, the training section facilitated over 80 training sessions. Over half, 48 of these sessions were conducted in our own facilities. For the other 33 sessions, our employees traveled to other agencies across the state. 27 of these sessions were taught by our own certified training staff. They were also asked to teach seven additional classes to outside agencies. ECC invited surrounding agencies in for free training in 18 different training classes.

APCO International designated Nashville, TN and the ECC Training Section as a national-level training facilitator. This means APCO will be conducting many of their classes at our facility.

Training Sessions

The training covered a variety of topics including:

- 4 New Hire Classes
- 4 Basic APCO Certification Classes
- 3 PD Dispatch Classes
- 4 Vanessa K Free - Emergency Vehicle Operations Classes
- 6 Incident Command System Classes
- 2 APCO CTO 5th Edition Classes / CTO Refresher Training
- 1 APCO Instructor Certification Class
- 2 Communication Unit Leader (COM-L) Certification Classes
- 8 Supervisory/Management Classes
- 4 Stress Management Classes
- 2 Classes on Disaster Operations & the Communications Center
- 3 Vanderbilt Life Flight Classes
- 2 Customer Service Classes
- 1 Time Management Class
- 5 Specialty courses for MNPd on radio operations and basic communications
- 5 Specialty courses for ECC in various software

Annual In-Service Training

- Annual In-service Classes included
 - 6 sessions in July on Handling Child Callers
 - 6 sessions in August on Dealing with Alzheimer patients
 - 6 sessions in August on Conflict Resolution
 - 13 sessions in September on Technology Updates
 - 8 sessions in October on EMD Updates and QA Scores
 - 8 sessions in October on common mistakes/complaints and issues & Traffic Policy

Training Section

Self Study Training

Employees are required to complete a monthly online self-study session which includes a packet of information for review and a test. The subject matter is different each month but relates to their work responsibilities.

Employees also receive a quarterly magazine called, "The Journal". This magazine is full of articles relating to Telecommunicator issues, trends and topics. Employees are required to complete and submit quizzes from these articles for Continuing Dispatch Education credits.

MMI Graduate

One ECC Employee Graduated from the Metro Management Institute (MMI) in 2012. MMI is a program offered by Metro Government which requires 10 four hour classes in the following topics: Civil Service rules, leadership communication, Metro's performance management system, conflict resolution, perspectives on management, customer service, workplace safety, Sexual Harassment Prevention, Diversity Awareness, and Substance Abuse training.



New Hire Academies

ECC Training section conducted four academy sessions and held three graduations (the fourth session went through to 2013). In the academy, recruits learn the basics of call taking, policies, procedures and a working knowledge of the Computer Aided Dispatch system. They also obtain eight (8) certifications:

- Association of Public Safety Communications Officials (APCO)
- National Crime Information Center (NCIC)
- Emergency Medical Dispatch (EMD)
- Emergency Fire Dispatch (EFD)
- Cardio Pulmonary Resuscitation (CPR)
- National Center of Missing & Exploited Children (NCMEC)
- National Incident Management System (NIMS)
- Incident Command System (ICS)

The Training section tracked each of the 25 new hires through the training program. Each trainer submits a Daily Observation Report (DOR) for their trainee. The training section, reviews, logs and tracks each DOR for each employee.

Six (6) training meetings were conducted between the ECC Training Section and the 26 Certified Training Officers assigned to Operations.

Conferences



Several of the ECC employees were able to attend the National Conferences. Each conference provides up to date training specific to the Public Safety industry. Employees are also able to collaborate with other agencies from across the nation. These conferences are excellent resources for employees to enhance their professionalism.

The Davidson County's Emergency Communications District Board (ECD Board) made funding possible for these training conferences in 2012:

- TBI's Tennessee Information Enforcement System (TIES) - March & September
- National Academy of Emergency Dispatch's (NAED) Navigator Conference - April
- NICE Interactions Conference - May
- National Emergency Numbers Association's (NENA) Conference - June
- Commission on Accreditation of Law Enforcement Agencies (CALEA) - July
- Environmental Systems Research Institute (ESRI) Conference - July
- Association of Public Safety Communication Officials (APCO) - August
- Deccan - Live MUM Conference - August
- Tennessee Emergency Numbers Association (TENA,) Conference - September
- Motorola Users Conference - October



Accreditations

The ECC has achieved CALEA (Commission for the Accreditation of Law Enforcement Agencies) Communications Accreditation and ACE (Accredited Center of Excellence) Accreditations through the National Academy of Emergency Dispatch for both Medical and Fire Protocols.

ECC's Accreditation team includes Tanya Stone CALEA, Don Perry EMD, Mark Hutchison EFD & Accreditation Manager Angela Milliken.

CALEA



(Commission for the Accreditation of Law Enforcement Agencies)

Accreditation through CALEA requires that an agency has a developed set of directives and rules that are adhered to by all employees. Agency roles that are examined in this process are Organizational Structure, Direction and Supervision, Human Resources, Recruitment, Selection and Promotion, Training, Operations and Critical Incidents and Special Operations. A large amount of continuous work is required to maintain compliance with the standards set forth in each of these areas. This process is maintained by employees in each section of the agency demonstrating professional work ethics as they carry out their individual responsibilities. The ECC received its initial accreditation in 2005 and has since received two re-accreditations.

A supervisor was added to the CALEA accreditation section in May 2012 as ECC began the first year of a three year cycle after re-accreditation in 2011. Training classes were attended during July 2012 and file work has been in process for proofing our compliance with required standards.

After being instrumental in the receipt of CALEA's prestigious "Tri-Arc" award, the agency will continue to strive to deliver high quality assistance while operating in the professional capacity that allowed us to receive that honor.

Accreditations

EFD

(Emergency Fire Dispatch)



Accreditation through the National Academy of Emergency Dispatch requires that an agency provide telecommunicators with the training necessary to follow protocols written to provide best in class standard of assistance when processing fire and rescue related incidents.

Nashville ECC is a recognized Accredited Center of Excellence (ACE) in Emergency Fire Dispatch by the National Academy of Emergency Dispatch (NAED). To become an ACE, ECC had to prove that the center met all the high standards for call processing, training, and re-certification of employees as established by NAED. This process consisted of an outside independent review of the standards.

The ECC is in its first re-accreditation process, with initial accreditation for fire dispatch having been achieved in 2010. At that time ECC had become the 16th Accredited Center of Excellence for Fire Dispatch in the world.

EMD

(Emergency Medical Dispatch)



Accreditation through the National Academy of Emergency Dispatch requires that an agency follow protocols and train personnel that will provide best in class service to individuals that have a medical emergency.

In this accreditation there is also a 20 point system set forth in which the agency has to comply with specific criteria in connection with agency directives and procedures for handling incidents with the highest quality standard of care. There are also training, certification and re-certification requirements that must be adhered to by the agency.

The ECC is currently in a re-accreditation process, with initial Accredited Center of Excellence for Medical Dispatch Accreditation awarded to the Nashville Fire Department Communications in 2000. This agency was the 43rd communications center to receive ACE accreditation. After a consolidation of dispatch functions the agency has continued to receive re-accreditations as the Metro Nashville Emergency Communications Center.

Quality Assurance

The Quality Assurance (QA) program aims to provide information regarding the overall ECC agency performance, the overall competency of employees, and the call taker's attitude and behavior toward citizens and first responders. The QA program assists in determining community and first responder concerns, and promotes recommendations and suggestions for improvements.

In addition to the categories outlined on the next few pages, the Quality Assurance Section assists in various duties which provide administrative support to the daily operations of the ECC.

ECC's Quality Assurance section is comprised of Erin Dutton, Mark Hutchison, Don Perry, John Reynolds, Tanya Stone and Manager Angela Milliken.

Audio & Data Requests

Requests for audio or call data received from the public, private law offices, first responders or court orders are processed through this office. In 2012, there were 743 processed from Public Safety departments. There were 128 citizen requests and 15 media requests processed. An additional 524 requests for general research were also completed.

Call Reviews

Call reviews are chosen randomly from incoming calls and dispatched incidents on a monthly basis. The QA reviewers collect and report information on standardized forms designed to be objective, non subjective and a consistent means of measurement. Over 14,000 reviews were completed in 2012:

- 7784 Police reviews
- 3349 Fire reviews
- 3566 Medical reviews

In 2012, the agency's compliance levels

- Police - 99.3% - ECC standard
- Fire - 97.1% - NAED standard
- Medical - 97.4% - NAED standard

Complaints

In 2012, QA researched 60 complaints of which 42 were founded, accounting for less than 0.005% of the total call volume.

Quality Assurance

Education

Quality Assurance personnel assisted in the 2012 Emergency Communications annual in-service training sessions by providing instruction on

- EMD / EFD Updates
- Compliance Scores
- Most commonly received complaints
- Traffic Policy review

New Programs

QA personnel attended software training and began policy implementation for NICE Perform, which will allow for electronic quality call review distribution. They also assisted technology personnel in conducting roll call training for employees to utilize the new program.

QA personnel worked with the Technology section to utilize and train employees on another component of this new software for Daily Observation Report (DOR) used by the training section.

Surveys

Satisfaction surveys are used to measure the quality of service provided by ECC call takers and dispatchers as viewed by the public as well as police and fire responders. According to a citizen survey conducted by Prince Market Research, almost all (96%) of the respondents felt the call taker was courteous. Of the 480 ECC public safety responder surveys, 90% of the responses indicated a positive satisfaction rating.

Quality Assurance

Records Management

ECC has an on-site records manager that is responsible for maintaining the records of the ECC. Most records are maintained for three (3) years unless Metro Policy dictates a different retention time. Paper records are maintained at Metro Storage and electronic records are maintained at ECC until destroyed by approved means.

Instructors (EFD, EMD, QA and Software)

ECC has in-house instructors for both EMD and EFD protocols. They are also National Instructors for The National Academy of Emergency Dispatch. These national protocols consists of a series of questions and instructions used to process every call reporting a medical or fire event. The questions that are asked are designed to determine the caller's safety, scene hazards, responder safety, as well as any other information to assist the callers until responders arrive. By following the EMD/EFD protocols, ECC ensures that all medical and fire calls are processed in the same manner.

One of these professionals serves as a Certified Instructor for ProQA & AQUA. ProQA is the software used to process fire and medical calls. AQUA is software used in the call review process.

In 2012, four in house certification classes were completed for 22 newly hired employees. There were also 162 re-certifications processed for tenured employees.

The other in-house instructor serves on the NAED Board of Accreditation as an ACE reviewer and as a Senior National Q for Priority Dispatch. He consults with other agencies and presents at the national conference.

Terminal Agency Coordinators (TAC)

Two personnel located in the Quality Assurance section serve as our agency's liaisons to the Tennessee Bureau of Investigation for matters of computer derived law enforcement information. Training and certifications of all operators in the agency is maintained by the TAC and alternate TAC. The agency is audited every three (3) years to ensure compliance with rules set forth by the FBI Criminal Justice Information System (CJIS) Security Policy.

Technology & Special Projects

The Technology and Special Projects section is responsible for the management and oversight of all systems within the Emergency Communications Center. This includes day to day administration of critical systems such as Computer Aided Dispatch (CAD), Geographic Information System (GIS), the phone system VESTA, the 800mhz radio system, the NICE audio logger system and office automation systems. Troubleshooting, repair and maintenance of these systems is also managed by this section. Cooperation with private vendors and other agencies is a requirement of the personnel in this section.

The Technology section takes the lead on all major new projects such as the implementation of new electronic programs, system upgrades and renovations of the 9-1-1 center or the back up center including research, procurement and maintenance of all workstation furniture and chairs.

During 2012, an updated security camera system was installed. This is an impressive system that offers larger coverage of ECC facilities and properties with 68 cameras operable.

Statistical collection and analysis of data is gathered and reported for workload management to the ECC Director as well as other Public Safety agencies.

The Technology section maintains and updates the Intranet which provides resources and other valuable information to all employees. In December 2012, the Technology staff began managing the ECC's public website, www.nashville.gov/ecc.

ECC's Technology & Special Projects staff include Todd Almon, Michael Bateman, Christie Clark, Angel Mariscal, Justin Moncrief, Tim Nielsen, Hal Weese and Manager Tim Watkins.

Technology & Special Projects

Computer Aided Dispatch (CAD)

Over the course of the 2012 year, ECC Technology section managed the PremierOne CAD system for not only the Nashville ECC, but also for the Metro Nashville Police Department, Nashville Fire Department, and the Office of Emergency Management.

The Emergency Communications Center's primary site has 66 CAD terminals to be maintained, including:

- 6 FIRST team laptops
- 2 Office of Emergency Management CAD terminals
- 3 Emergency Operations Center terminals.

ECC's back-up site has a combined total of 40 CAD terminals to be maintained, including:

- 2 for the training division
- 2 in the Office of Emergency Management's back-up site work area.

ECC Technology manages 58 CAD positions within the Nashville Fire & Police Departments. The responsibilities include:

- keeping those CAD machines upgraded
- working with Police or Fire Admin staff on any requested changes

The ECC Technology staff provided annual in-service training classes to all Operations employees during the month of September. This included 14 four hour sessions.

DCSO – ECC Technology began early talks with DCSO in July 2012 of implementing PremierOne CAD for their dispatch center. In the latter part of 2012, information and data gathering began for configurations that would be needed for their daily job duties. Up to date, the GIS boundaries have been put together and the employee and equipment information has been compiled. All data is in the process of being entered into PremierOne.

There were many months devoted to working on an up and coming project of CAD Voice through Locution. This will be used to dispatch Fire/EMS personnel quicker, provide clear text, and more concise information to responders. There were numerous hours spent compiling street names and incident types to be submitted to Locution for audio recording. Once Locution recorded the audio of each street name and each Fire Department incident type, the audio was sent back to ECC for reviewing. Each street name and incident type was reviewed for proper pronunciation.

Madison precinct was brought online in early 2012 and with that, the ECC had to configure all of the CAD GIS data, including building run cards and configuring responses for patrol within that area.

Technology & Special Projects

Geographic Information Systems (GIS)

TIPS project: The Tennessee Information for Public Safety (TIPS) project is a comprehensive dataset that contains various Geographic Information System (GIS) data layers benefiting public safety agencies within state and local government. ECC continued making progress toward the state standard of 98% accuracy of the Davidson County GIS address points. In 2012, Madison and East Precincts were completed while good progress was made in South and West precincts. This involved matching address points to the building that they are associated with, making sure that streets were accurately depicted in their correct positions, updating any incorrect data, corresponding with the E-911 coordinator regarding any potential address changes in Davidson County and, in general, interpreting difficult situations in order to minimize response delays. At the end of 2012, 96% percent of our GIS data is in compliance with TIPS standards.

Nashville/Brentwood ESN boundary: An agreement was approved by Metro Council which resolved an Emergency Service Number (ESN) boundary problem between Davidson County and the City of Brentwood in Williamson County. The GIS team worked with officials at the city of Brentwood and the Metro Legal department to identify the properties affected, get feedback as to which Public Safety Answering Point (PSAP) they should be routed to, draw up initial documents for the Metro Legal Team, create maps for presentations and implement ESN changes once they were approved by both entities.

Internal Support for ECC. The GIS team is responsible for all mapping related functions at the ECC. In 2012, this involved a number of different functions, such as daily investigating any addressing related questions as requested by dispatchers or other administrators. Depending on the issue, this involved anywhere from simple office work to going to the location of the incident in order to see what is actually there. Also, updated and maintained data for our legacy mapping program, ATM. Maps were created for use by administrators and dispatchers. Once received, subdivisions plans and new addresses were placed into system. All of these changes were updated into CAD on a weekly basis.

External Agencies: ECC coordinates with other Metro agencies, working closely with the department of Public Works in regards to addressing related issues as well as store and update data layers for both the Police and Fire departments. As new roads were added throughout the city, all agencies worked together in order to figure out how to best respond to these locations. Specifically, for the police, street centerlines were provided weekly for use in their department. For fire, work was completed in order to better delineate fire beats for improved response times.

Technology & Special Projects

Geographic Information Systems (GIS)

Motorola: ECC technology assisted the CAD vendor, Motorola, during the upgrade to 3.1.7. Prior to the upgrade, ECC advised on mapping related matters. As part of the upgrade, the data import tools were received from Motorola and were modified in CAD for better accuracy.

Training: In August, two technology personnel attended the 2012 ESRI International Users Conference in San Diego, California. This conference provided exposure to the latest GIS and geospatial software as well as the opportunity to interact and exchange ideas with GIS practitioners throughout the world. In addition, in October, technology members attended the 2012 Motorola Users Conference in Westminster, Colorado and corresponded with different representatives from Motorola and other users of Motorola products.

Miscellaneous – Other notable accomplishments which the GIS team was heavily involved in include:

- The discovery of an error regarding an incorrect street name in the 100 Oaks area which led to the passage of Ordinance BL2012-272, which amended a section of Powell Av to Old Powell Av.
- Assisted Public Works in the discovery of a number of street signs that were missing or were incorrect.
- Participated in a NENA Workgroup regarding management of address points in GIS.

NICE

In 2012 the NICE Virtualization project was completed. NICE, the audio recorder vendor for the ECC, installed the necessary hardware and software for a stable and redundant environment on both Telephony and Radio sources. Now all audio channels have dual recordings to ensure there is no missed audio if there is a problem with a recorder.

With the update of this software and the Quality Assurance software to NICE Perform QA audio recording and review processes have moved forward. Trainer/trainee evaluations are now available on this same program. This has been a cost saving opportunity, as well as a green opportunity as it is a paperless platform.

The playback client, NICE Inform, was also upgraded to a more current version. This provided more tools to collect and store Next Generation 9-1-1 data. While the upgrade was necessary because of the virtualization project, the day to day user noticed very little change. The playback client still looks and feels the same.

Technology & Special Projects

Virtualization, Hardware & Software Upgrade Projects

In late 2011, with the guidance of Metro ITS, the ECC purchased the infrastructure necessary to virtualize its physical servers and a Storage Area Network (SAN) for storage of information. Virtual servers provide redundancy at a server level while reducing physical rack space, electrical usage, and maintenance of physical hardware.

This first project chosen to be virtualized was the NICE recording system. The NICE recording system consists of six servers and four loggers that record, store, provide playback, and quality assurance of the audio from 9-1-1 calls. The ECC is required to keep all audio from 9-1-1 calls for three years plus the current year. Over the course of this timeframe that audio adds up to require some substantial storage space. By adding a SAN, the storage capacity requirements are met and additional space can be added as needed, as well as the benefit of redundancy and backup capabilities.

An extra Audio Logger was added at both Compton and Harding to provide redundancy on recording. This ensures that if anything ever happens to the main Audio Logger at either site the audio will still be recorded at the other site. In January of 2012, the implementation of the NICE virtualization project began. This was a culmination of efforts with the vendor and ITS for several months in a planning phase to determine logistics, network issues, implementation issues etc. Working with the NICE team two Perform servers were virtualized, one Inform server, one Storage Center server, one Perform QA server, and one NRS server (this server passes the radio audio from the new P25 radio system.) By the end of January full production on the new system began and to date there have been no issues with this new structure of the NICE recording system.

With the infrastructure of the physical hosts and SAN in place and proven, the process of virtualizing other servers began. The servers virtualized included those that hold applications for:

- CAD
- ProQA / AQUA
- Cross Search Directory
- AT&T Yellow Pages
- TimeForce - time accounting software
- Guardian Tracking - personnel documentation system
- Intranet
- File and Print Servers

By virtualizing these servers down time has decreased during maintenance sessions. As server virtualization continues physical, electrical, and maintenance footprints will be reduced. With many more Next Generation 9-1-1 applications still to come and more data that will have to be stored, the ECC will be better prepared for housing and storing these new applications and forms of data.

Technology & Special Projects

Virtualization, Hardware & Software Upgrade Projects

An upgrade of the PremierOne CAD system was completed in 2012. In order to be prepared for this upgrade the computer hardware was replaced at each work station. New desktop computers were purchased according to the specifications provided by Motorola and in coordination with ITS, for the efficient operation of the CAD application. All desktop and laptops were replaced during this project.

Also in 2012 an extra monitor was added to the call taking positions which brings current monitor count to four. The fourth monitor was added to allow more flexibility in viewing applications and accessing all of the data that goes along with the job. Not to mention, all the Next Generation applications that will be forthcoming.

NetTN & Next Generation 9-1-1

NetTN = Tennessee's ESINET (Emergency Services IP Network)

The new NetTN Internet protocol (IP) network being delivered to each PSAP will be for wireless trunks **ONLY**. The legacy wireline trunks (lines) remained in place. Dedicated NetTN trunks are installed at both Metro Nashville 9-1-1 sites and are connected to current equipment via a digital-to-analog converter, or Gateway.

Three (3) wireless carriers are currently utilizing this as their main path to Nashville 9-1-1. If all are busy at the same time, the calls overflow to a group of legacy 9-1-1 lines.

If the NG911 equipment should fail, it automatically rolls over to the legacy 9-1-1 lines. Redundancy is built-in, with two in/out paths at each site. Tested extensively before they were handed off, not only for use but fail-over as well. NG911 equipment is monitored for any type of failure 24/7/365 by a Tennessee Network Operations Center (NOC)

Once NetTN is fully implemented, Nashville 9-1-1 will no longer have to maintain a paid-subscription to the ALI (Automatic Location Information) database. It will be maintained by the State of Tennessee and not a private provider.

In the future, NetTN will deliver Text messaging, phone pictures, and mobile video clips to the PSAP (Public Safety Answering Point).

Special Programs

Employee of the Month

Each month an employee is selected for their outstanding performance by being recognized as the Employee of the Month. All employees are eligible based on specific criteria related to attendance, commendations, and overall work performance. A committee comprised of members of other local Public Safety agencies vote each month. The chosen employee is recognized in front of their peers with a certificate and an assigned parking space for the month. Employees of the Months of 2012 are:

January



Hal Weese

February



Jennifer Kasunic

March



Barrett Gobelet

April



Preston Holland

May



Jasmine Claybrooks

June



Michael Henry

July



Kelly Robins

August



Julianne Douglas

September



Crystal Severance

October



Tricia Cummando

November



Kay Mullican

December



Jeff Bolin

Employee Recognition

An Employee Recognition Banquet is held annually for ECC staff. The Employees of the Month are recognized along with several other outstanding accomplishments. An Employee of the Year is named as well. Trish Cummando was awarded Employee of the Year for 2012.



Employee Recognition

In 2012, countless lives were saved by ECC employees. Eight specific calls required the call taker to lead the caller through cardiopulmonary resuscitation (CPR) protocols which saved the patient's life.



Tricia Cummando



Tamika Cunningham



NorKeisha Moore
(3 CPR saves)



Tim Seul



Crystal Severance



Maggie Whitson

Childbirth assistance is another area in which ECC employees have utilize their training in order to lead the callers through situations in which the birth of a child was imminent.

Five babies were delivered with the assistance of ECC in 2012, four boys and one girl.



Connie Boone



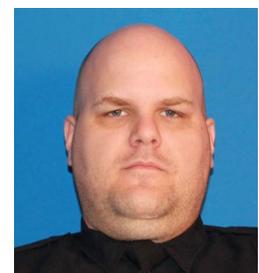
Julie Carter



Yvette Page



Misty Reid

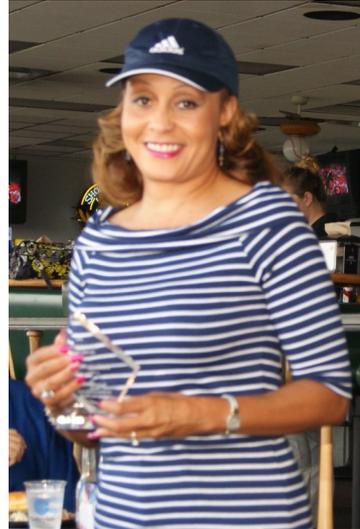


Jeremy Tidwell

Employee Recognition

The 2012 TN-APCO awards ceremony was held at a Nashville Sounds game in July, recognizing Public Safety Communications personnel. Two ECC employees received awards from nominations that were received statewide.

Barbara Frazier was awarded Line Supervisor of the Year. Barbara is a skillfully trained professional who is consistent in encouraging and motivating the employees to give 100% in their overall performance. This year, Barbara celebrated 35 years with the Metropolitan Government.



Rickey McWright was awarded Center Director of the Year. As Assistant Director, Rickey led the Support Services Division with confidence, professionalism and determination. Rickey is greatly respected by those who work for him. Ending a 40 year career in Public Safety, Rickey is now enjoying retirement.



Kat Hogan was honored along with first responders from NFD and presented with the TN EMS Star of Life Award. This award is given to individuals who play a part in saving a life. Kat helped save a 15 year old athlete who was in cardiac arrest by providing CPR instructions that kept him alive until paramedics arrived. She has been employed with the ECC seven years.



FIRST Field Incident Response Support Team

ECC's FIRST was created to give communications and administrative support to our first responder partners in the field during certain events and/or incidents. Utilizing the team on the scene of incidents, allows the ECC to stay focused on their primary functions.

The team was created in 2003 with only six (6) members, two (2) Sergeants and one (1) Lieutenant. Over the years the team has grown to nineteen (19) members, one (1) Lieutenant and two (2) Managers.

In 2012, the FIRST members worked 72 different events for police, fire, ems, OEM, and outside agencies.

- 52 Pre-planned events for the Metro Nashville Police Department
- 1 Call out to an active fire scene with Metro Nashville Fire Department
- 1 Mutual Aid events for Williamson County Fair (11 shifts over 6 days)
- 5 Community Outreach Events (Health Fairs, Neighborhood Association meetings)
- 3 Job Fairs
- 1 Training Event (Negotiator/SWAT)
- 2 Full Scale Exercises with Homeland Security and Metro Nashville Airport Authority
- 5 Emergency Operations Center Activations with Office of Emergency Management
- 2 Large Scale Citywide Multi-Discipline Events (4th of July and New Year's Eve Bash)

SWAT / Negotiator Training - January 2012



FIRST Field Incident Response Support Team



EOC Activation - Hail Storm February 2012



In August, applicants competed physical agility testing, on-line classes and oral interviews in an attempt to join the team. Seven new members were added.



FIRST tryouts - August 2012

TERT Telecommunicator Emergency Response Taskforce



Several of our Telecommunicators have joined the Telecommunicator Emergency Response Taskforce (TERT). This is a nation wide Mutual Aid initiative for communication centers. Backed by both APCO & NENA, the TN chapter of TERT is represented by a board consisting of a state Coordinator and six (6) Regional Coordinators. In 2012, ECC Administrative Manager Lisa Fulton was named State Coordinator for TN-TERT.

Part of the TERT program is public education. The TERT members attend conferences, have a booth in the vendor hall and instruct several different classes.



TENA Conference -
Sept 2012



Interoperability Conference - June 2012

Smart9-1-1

The Nashville 911 Emergency Communications Center (ECC) implemented the Smart911 program in 2010. Smart911 is software that allows citizens to enter additional information online that they want to have delivered automatically to the 9-1-1 operator in the event a 9-1-1 call is placed. The additional data provided is far more extensive than what is normally available to first responders and helps to improve incident outcomes.



In 2012, the ECC attended 12 community events that featured the Smart911 program. These events included assisting the Bhutanese community sign up for the program, presenting Smart911 to the Hearing Loss Association of America, working with the Domestic Violence Coalition, participating in the Hispanic Festival, Children's Day in Mexico Celebration, Safety Fair, Preston Taylor Health Fair, and the May Fest.

The ECC encourages everyone who resides, works, or attends college in Davidson County to sign up for Smart911. This can be done by going to <http://www.nashville.gov/ECC>.



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www.twitter.com/nashville911

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