

DEPARTMENT NAME	Metro Nashville Emergency Communications Center
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DEPARTMENT MISSION	The Mission of the Metro Nashville Emergency Communications Center is 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.
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MESSAGE FROM THE ECC	<p>Welcome to our Results Matters Project. The Public Safety profession uses a language that is sometimes different from other businesses. We would like to define a few terms that are included in this document that will help you the reader better follow our story. Thank you for being a part of our process.</p> <p>First Responder: Any member of the Public Safety team that consists of Police, Fire (including Emergency Medical Service) or Communications. Those that in some way answer a call for service.</p> <p>Best In Class: For Emergency Communications, there are not a lot of published standards. However, there are some generally accepted recommendations followed by centers wishing to achieve exceptional results. This is how we define Best In Class. For some measures, the MNECC may be setting some standards that have never been set for our industry.</p> <p>Call for Service: A call received by MNECC which results in the need for a field first responder to be sent to a location.</p> <p>Emergency Assistance: Assistance from a First Responder rendered via any method such as telephone or in person which will mitigate an emergency situation.</p>
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STRATEGIC GOALS

Goal One By 2008 , citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications while MNECC responds to increasing and changing demand for service as measured by:
90% 9-1-1 calls answered in less than 6 seconds
90% 9-1-1 calls processed and dispatched for Fire-Suppression in less than 90 seconds
95% 9-1-1 calls processed and dispatched for Fire-Emergency Medical Services in less than 90 seconds
70% 9-1-1 calls processed for Police in less than 90 seconds

Goal Two By 200_, citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications while MNECC manages a loss of funding due to technology changes by new funding opportunities located through:

\$ ___ in grants and special event or incident funds requested
___% budget derived from alternative funding sources
\$ ___ lost funding recovered

Goal Three By 2008, citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications as a result of highly qualified and supported workforce as measured by:
90% Citizen Survey Responses above 95% satisfied with service
90% 1st Responder Partner Survey Responses above 95% satisfied with service
90% Emergency Medical Dispatch Quality Assurance Reviews above 96%
90% Emergency Fire Dispatch Quality Assurance Reviews above 96%
85% employees participating in a Voluntary Wellness Program
80% employees with at least three years MNECC experience

Goal Four By 2008, MNECC's Public Safety Partners will experience improved call processing time and decreased customer (Metro Nashville Police Department, Nashville Fire Department and citizen) wait time as indicated by:
90% of calls processed in 90 seconds or less
89% of field first responder calls for information and requests that are on hold for 10 or less

LINES OF BUSINESS

<p>Line of Business One – Purpose Statement</p>	<p>The purpose of the Administrative Line of Business is to provide organizational, financial and informational products to MNECC staff, other Metro Departments and Emergency Communications District Board Members so that the MNECC can fulfill its mission.</p>
<p>LOB One – Key Results</p>	<ul style="list-style-type: none"> • Percentage CALEA Accredited by year 2006 • Percentage of Emergency Communications Center Board requests completed.

<p>Line of Business Two – Purpose Statement</p>	<p>The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, and emergency communications training and information products to our emergency communications professionals and our 1st responder partners so they can deliver quick, appropriate emergency and non-emergency assistance to the public.</p>
<p>LOB Two – Key Results</p>	<ul style="list-style-type: none"> • Percentage availability of the Computer Aided Dispatch system for use by customers • Percentage of MNECC Operations employees demonstrating the delivery of quick, appropriate emergency and non-emergency assistance to the public • Percentage of Citizen Survey responses with positive service satisfaction

<p>Line of Business Three – Purpose Statement</p>	<p>The purpose of the Allied Agencies Line of Business is to provide supplemental operations support products to Police, Fire, Emergency Medical Service departments outside of Metro, Office of Emergency Management, and other government /non-government agencies so they can respond appropriately and quickly to emergency and non-emergency situations.</p>
<p>LOB Three – Key Results</p>	<ul style="list-style-type: none"> • Percentage of emergency situations where responders were provided accurate, timely MNECC responses (as measured by Quality Assurance checks).

<p>Line of Business Four – Purpose Statement</p>	<p>The purpose of the Life Safety Line of Business is to provide emergency instructions, critical dispatch and logistic support products to individuals in need of emergency assistance and our First Responder partners so that lives can be saved, property protected and risk reduced for everyone involved.</p>
<p>LOB Four – Key Results</p>	<ul style="list-style-type: none"> • Percentage of individuals in crisis who obtain emergency assistance within 90 seconds. • Police: <ul style="list-style-type: none"> ○ Percentage of requests for service responses

provided accurately and within 90 seconds.

- **Fire-Suppression:**
 - Percentage of requests for service responses provided accurately and within 90 seconds.
- **Fire-Emergency Medical Service:**
 - Percentage of requests for service responses provided accurately and within 90 seconds.
- Percentage of Police requests for support service responded to within 5 minutes.
- Percentage of Fire requests for support service responded to within 5 minutes.

Line of Business Five – Purpose Statement

The purpose of the **Communication Resource Assistance Line of Business** is to provide general information and education products and non-emergency response and dispatch products to the public, news reporters, Metro departments, and other outside agencies so they can more conveniently get answers to their questions and/or obtain the services they need.

LOB Five – Key Results

- Percentage of callers who do not need to access other sources of information for answers
- Percentage of requests for services responded to accurately
- Percentage of all calls received that result in a “call for service” entered for dispatch

PROGRAM

Line of Business Purpose Statement

The purpose of the Administrative Line of Business is to provide organizational and informational products to MNECC staff, other Metro Departments and Emergency Communications District Board Members so that the MNECC can fulfill its mission.

Program Name

Office of the Director

Program Purpose Statement

The purpose of the MNECC Office of the Director Program is to provide support products to Metro Agencies, Allied Agencies and Interested Community members so they can better utilize the services of MNECC.

Family of Measures: Result Measure(s)

Percentage CALEA Accredited by year 2006
Percentage of Key Results Achieved (**Key Result**)

Family of Measures: Output Measure(s)

Number of meetings, briefings and presentations completed
Number of applications from qualified persons for Emergency Telecommunicator positions received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Number of meetings, briefings and presentations completed

Family of Measures: Demand Measure(s)

Number of meetings, briefings and presentations anticipated
Number Emergency Telecommunicators needed

Please list measures, if any, for this program that might be determined via a public survey.

Products**Information Support Products**

- Public Safety Communications court decision reviews
- Public Information presentations

Organizational Support Products

- Public Safety Responders quality assurance reviews
- Employee recruiting research and events
- Call processing recommendations

MNECC Board

- Board meeting minutes
- Policy recommendations
- Budget proposals and recommendations
- Informational briefings

Emergency Communications District Board

- Budget proposals and recommendations
- Informational briefings
- Budget performance reports
- New Board member orientation sessions
- Board asset management services
- Board meeting arrangements
- Board member specialized training arrangements
- Special project implementations
- Public awareness campaigns—technical assistance consultations
- Public awareness campaigns—research findings
- Community Awareness Presentations
- Press Releases
- Rescue Rex Program Presentations
- Non- English Speaking Community Plan Presentations
- 8600 Campaign Events
- TTY User Community Presentations
- Community Relations Events
- Community Meetings Representations
- Media Interviews

PROGRAM

Line of Business Purpose Statement

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, and emergency communications training and information products to our emergency communications professionals and our 1st responder partners so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

Program Name

9-1-1 Communications Systems and Equipment Management

Program Purpose Statement

The purpose of the 9-1-1 communications systems and equipment management program is to provide troubleshooting, maintenance and administration products to internal and external first responders so they can save lives, protect property, and reduce risk without technology-related delays.

Family of Measures: Result Measure(s)

Internal Emergency First response providers will experience dependable and continuous availability of crucial systems as indicated by:

- Percentage availability of the Computer Aided Dispatch system for use by customers (**Key Result**)
- Percentage availability of telephone system for use by customers.
- Essential technology and other systems are reliable as indicated by:
 - Percentage uptime of the Automatic Vehicle Location system
 - Percentage uptime of the Mobile Data Computer system

Family of Measures: Output Measure(s)

Number of system trouble responses delivered.

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of system trouble responses anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- **Callout / Notification Systems**
 - Dialogic Neighborhood Notifier Modifications
 - Paging system responses
 - Internal callback roster reports
 - Immediate technical support responses
 - On Call Roster updates
 - Trouble Reporting Incident System updates
- **Data Research / Retrieval Systems**
 - Unit Status Report requests
 - Audio Log Responses
 - Field specific inquiries / informational request responses
- **Equipment & Software Systems**
 - Operations Resource Inspections
 - Unisys Mainframe software updates
 - Criss-cross software maintenance responses
 - Headsets maintenance responses
 - Mobile Equipment inspections
 - Mobile Equipment repairs
 - Office Automation Workstation responses
 - Payroll System software updates
 - New facility project planning sessions
- **Terminal Agency Coordinator Reports**
 - Background Investigation Reports
- **Computer Aided Dispatch system**
 - Premise Information Update Responses
 - Graphic Geofile Manager and Advanced Tactical Mapping systems updates
 - Universal Data Transfer and Decision Support Systems updates
 - Emergency Medical Dispatch Protocol (ProQA) system updates
 - Printrak Automatic Vehicle Locator system updates
 - Trimble Automatic Vehicle Locator system updates
 - Location/Address Update request responses (CAD)
- **Telephone (VESTA) systems**
 - Nortel Telephone Switch Updates
 - Location/Address Update request responses
 - Alarm line checks
- **800 MHz Trunked Radio Systems**
 - System Watch Terminal responses
 - 800 Mhz Radio Identifier system updates
 - Mobile Data Computer message switch updates

PROGRAM

Line of Business Purpose Statement

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, and emergency communications training and information products to our emergency communications professionals and our 1st responder partners so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

Program Name

Training Academy

Program Purpose Statement

The purpose of the Training Academy program is to provide public safety communications certification, professional development, and other emergency communications training products to the department, our 1st responder partners, and other emergency communications professionals so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

Family of Measures: Result Measure(s)

Percentage of MNECC Operations employees demonstrating the delivery of quick, appropriate emergency and non-emergency assistance to the public
(Key Result) as indicated by:
– 90% or higher protocol accuracy (case entry)

Family of Measures: Output Measure(s)

Number of training sessions delivered
Number of Certifications delivered
Number of re-certifications delivered

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Each measure is the same. They just vary by discipline and need to be listed this way for budgeting purposes.

Family of Measures: Demand Measure(s)

Number of training sessions demanded
Number of Certifications demanded
Number of re-certifications demanded

Please list measures, if any, for this program that might be determined via a public survey.

Products

Training Sessions

Certifications

Re-Certifications

Field/Allied Agency Trainings

- 1st Responder Partner Technical Training Sessions
- Police Recruit Training Sessions
- Fire Recruit Training Sessions

Fire-Suppression Calltaker Trainings Products:

- Emergency Fire Dispatch (EFD) Course Sessions
- Emergency Fire Dispatch (EFD) Certifications

Emergency Medical Calltaker Training:

- Emergency Medical Dispatch (EMD) Certifications
- Cardiopulmonary Resuscitation (CPR) Course Sessions
- Cardiopulmonary Resuscitation (CPR) Certifications

Police Calltaker Training Products:

- Emergency Police Dispatch (EPD) Training Sessions
- Calltaker Standard Operating Procedure Certifications
- Telecommunicator Course Sessions
- Association of Public Safety Communications Officials (APCO) Telecommunicator Certifications

Police Dispatch Trainings Products

- Dispatch Standard Operating Procedures (SOP) Certification

Fire Dispatcher Training Products:

- Fire Dispatch Standard Operating Procedures (SOP)
- Certifications
- Fire/Medical Dispatch Training Sessions
- Fire/Medical Question & Answer Sessions

National Crime Information Center Training Products

- National Crime Information Center (NCIC) Certifications
- Terminal Agency Coordinator (TAC) Certifications

Communications Training Officer (CTO) Training Products

- Association of Public Safety Communications Officials (APCO) Communications Training Officer (CTO) Certifications
- Communications Training Officers (CTO) Pre-

- Qualification Training Sessions
- Communications Training Officer Evaluation Systems
- Communications Training Officer Course Sessions
- Daily Observation Reports (DORs)
- Specialized Dispatch Training Products**
- Tactical Dispatch Certification
- Field Incident Response Situations Team Specialist (FIRST) Certifications
- Field Incident Response Situations Team (FIRST) Training Sessions
- Tactical Dispatch Courses
- Emergency Number Professional (ENP) Certifications
- Computer-Aided Dispatch (CAD) System Administrator Certifications
- Training Material Products**
- Metro Nashville Emergency Communications Center
- Policy and Procedure Manuals Training Bulletins
- Daily Observation Reports (DORs)
- Training Incentive Reports
- Roll Call Training Assignments
- Training Status Reports
- Miscellaneous Training Products**
- Train the Trainer Sessions
- Continuing Professional Training (CPT) Sessions
- Critical Incident Stress Debriefings
- Homeland Security Training Sessions
- New Product Training sessions

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, and emergency communications training and information products to our emergency communications professionals and our 1st responder partners so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

Program Name

MNECC Quality Assurance

Program Purpose Statement

The purpose of the MNECC Quality Assurance program is to provide quality assurance and organizational performance measurement products to the department, Metro stakeholders, and the public so they can receive the best possible response to their Public Safety Communications needs.

**Family of Measures: Result
Measure(s)**

Percentage of Citizen Survey responses with positive service satisfaction (**Key Result**)
Percentage of 1st Responder Partner Survey responses with agree or strongly agree service satisfaction.

**Family of Measures: Output
Measure(s)**

Number of calls for service reviewed
Number of Citizen Surveys mailed
Number of 1st Responder Partner Surveys delivered

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Number of calls for service reviewed

**Family of Measures: Demand
Measure(s)**

Number of calls for service reviews expected
Number of Citizen Surveys anticipated to be mailed
Number of 1st Responder Partner Surveys anticipated to be delivered

Please list measures, if any, for this program that might be determined via a public survey.

Percentage of Citizen Survey responses with service satisfaction above 95%

Products

- Audio Log system searches
- Medical Priority Dispatch System quality improvement reviews
- External customer surveys
- External customer survey reports
- Internal customer surveys
- Internal customer survey reports
- Random Quality Improvement reports
- Employee specific Quality Improvement reports
- Quality Assurance daily assignment reports
- Operational support documents
- Information Products:
 - Cellular phone location verification responses.
 - Media requests.
 - Research requests.
 - Audio duplication tapes.
 - Informational fax responses.
 - Policy and procedure advisory information responses.
 - Premise history information / notification responses.
- **Reporting Products:**
 - Annual product delivery reports.
 - Complaint reports.
 - Pre-assignment of report number responses.
 - Administrative complaint number assignment responses.
 - Missing person check list responses.
- **Mutual Aid Products:**
 - Mutual aid requests.
 - Mutual aid request responses.
 - Outside agency service dispatches.
 - Statewide medical channel coordination actions.
- **Investigation Products:**
 - Internal investigations.
 - Private investigations.
 - Court Investigations.
 - Court appearances (testimony).
- **Internal / External Messaging Products:**
 - Paging message notifications.
 - Personal message relay responses.
 - Federal Reserve log responses.
 - Office automation workstation responses.
- **Warning Systems Products:**
 - Alert of aircraft in trouble responses.
- IBM computer system trouble monitoring services

PROGRAM

Line of Business Purpose Statement

The purpose of the Life Safety program is to provide emergency instructions, critical dispatch and logistic support products to individuals in need of emergency assistance and our First Responder partners so that lives can be saved, property protected and risk reduced for everyone involved.

Program Name

Public Life Safety

Program Purpose Statement

The purpose of the Public Life Safety program is to provide emergency instructions and first responder products to individuals in need of emergency assistance so they can rapidly obtain the appropriate emergency assistance.

Family of Measures: Result Measure(s)

Percentage of individuals in crisis who obtain emergency assistance within 90 seconds. **(Key Result)**

Percentage of all 9-1-1 calls received that result in a call for service entered for dispatch.

Family of Measures: Output Measure(s)

Number of emergency assistance responses provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of emergency assistance responses anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products**Emergency Assistance Responses**

- Emergency calls for service responses (Police, Fire-Suppression, Fire-Emergency Medical Services, Office of Emergency Management)
- Pre field unit arrival responses (Police, Fire-Suppression, Fire-Emergency Medical Services, Office of Emergency Management)
- Post dispatch instruction responses (Police, Fire-Suppression, Fire-Emergency Medical Services, Office of Emergency Management)
- Emergency Medical Dispatch (EMD) referral responses
- Special Needs and Impaired Caller Responses
 - Emergency language line service responses
 - Telecommunications Device for the Deaf (TDD) service responses
 - Manual Address Locations Identifier (ALI) search responses
- Neighborhood Notifier (citizen alert system) Activations
- Missing children all points bulletin responses

PROGRAM

Line of Business Purpose Statement

The purpose of the Life Safety program is to provide emergency instructions, critical dispatch and logistic support products to individuals in need of emergency assistance and our First Responder partners so that lives can be saved, property protected and risk reduced for everyone involved.

Program Name

1st Responder Life Safety

Program Purpose Statement

The purpose of the First Responder Life Safety program is to provide critical dispatch products to Fire (including Emergency Medical Service), Police, and other first responders so they can assess situations and respond quickly to save lives, protect property, and reduce risks for everyone involved.

Family of Measures: Result Measure(s)

Police
Percentage of requests for service responses provided accurately and within 90 seconds.
Fire-Suppression
Percentage of requests for service responses provided accurately and within 90 seconds.
Fire-Emergency Medical Service
Percentage of requests for service responses provided accurately and within 90 seconds. **(Key Result)**

Family of Measures: Output Measure(s)

Number of Police request for service responses delivered.
Number of Fire-Suppression request for service responses delivered.
Number of Fire-Emergency Medical Service request for service responses delivered.

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Each measure is the same. They just vary by discipline and need to be listed this way for budgeting purposes.

Family of Measures: Demand Measure(s)

Number of Police request for service responses anticipated.
Number of Fire-Suppression request for service responses anticipated.
Number of Fire-Emergency Medical Service request for service responses anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Call Prioritizations and Immediate Response Products:
 - Call screening verifications
 - Premise History verification responses
 - Call for service prioritizations
 - Field unit recommendation reports
 - Automatic Vehicle Locator (AVL) location reports
 - Field service request dispatches
 - Call for service dispatches
- Off-duty Callback and Specialty Response Products:
 - Additional requests for equipment / personnel at an incident scene responses
 - Life-Flight dispatches
 - Specialized field equipment dispatches
 - Hospital Emergency Room Trauma Alert responses
 - Apparatus Stand-by (back-fill) dispatches
 - Hospital Diversion notifications
 - Be On the Lookout (BOLO) / Pickup responses
 - Suspect All Points Bulletin dispatches
 - Pre-plan / Contingency assignments
 - Civil disturbance in progress backup dispatches
 - Weapons of Mass Destruction (WMD) Notification responses
 - Communications Field Incident Response Specialty Team (F.I.R.S.T.) responses
 - Specialized equipment deployment responses
- **Personnel Requests**
 - Event Field Assignments
 - Property damage in progress back up dispatches
 - Field initiated backups
 - Field initiated dispatches
 - Multiple radio dispatches
 - Traumatic incident briefing responses
 - Mobile incident summary reports
 - Address/information verification responses
 - Non-life threatening in progress dispatches
 - Non-emergency service call responses
 - Major incident page out responses
 - Pursuit notifications
 - Special Teams Requests
 - Specialized status reports
 - Specialized Weapons and Tactics (SWAT) page out responses/dispatches
 - Negotiators page out responses/dispatches
 - Fire Marshal call out dispatches
- **Channel/Technical Requests**

- Field administrative channel requests responses
- Dispatch channel transfers
- Command channel assignments
- Command channel responses

- **Notification Requests**
- Officer involved shooting/injury notifications
- Major incident command staff notifications
- Allied agency notifications
- Forwarded Missing/Stolen/Vehicle (MSV) database entries
- notifications
- Road closure notification responses
- Field/Communications supervisory action and notification responses
- Hospital notification requests

- **Information Requests:**
- Mileage & time check responses
- Paging dispatches
- Call specific additional informational requests
- Warrant/Order of Protection verification responses
- Driver's License (DL) check requests responses
- Registration check requests responses
- Cell phone verifications
- Field requested address/information & verification responses
- Be On the Lookout (Bolo)/pick up responses
- Post incident debriefing

- **Equipment Requests:**
- Status Message Encoder (MN.22) verifications status message equipment and vehicular maintenance
- Fleet management responses
- Tactical channel responses
- Field initiated dispatches

PROGRAM

Line of Business Purpose Statement

The purpose of the Communication Resource Assistance Line of Business is to provide general information and education products and non-emergency response and dispatch products to the public, news reporters, Metro departments, and other outside agencies so they can more conveniently get answers to their questions and/or obtain the services they need.

Program Name

Information Support

Program Purpose Statement

The purpose of the Information Support program is to provide directory assistance, media inquiries and other general information service products to the public, news reporters, Metro departments, and other outside agencies so they can more conveniently get answers to their questions and/or obtain a non-emergency service response.

Family of Measures: Result Measure(s)

Percentage of callers who obtain non-emergency service responses.**(Key Result)**

Family of Measures: Output Measure(s)

Number of non-emergency service call responses provided.

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Number of non-emergency service call responses provided.

Family of Measures: Demand Measure(s)

Number of non-emergency service call responses anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products**Non-Emergency Service Call Responses****Request for Referral Calls:**

- Natural Death Referral and Information responses
- Property damage accident report number assignment
- responses
- Property damage accident referrals
- Teleserve calls for service responses
- Traffic hazard information responses
- Separated motorist information responses
- General information referral responses
- Non-emergency message relay responses
- Information referral responses (Office of Emergency Management)

Request for Information Calls:

- Media updates (Fire)
- General information service responses
- General information request responses
- Call for service investigation responses
- Call for service complaint referral responses
- Call for service complaint report responses
- Call for service research request responses
- Directory assistance responses
- Teleserve Use Instruction Responses

- TDOT referral responses
- Office of Emergency Management hotline activation responses
- Update information notifications (Police, Office of Emergency Management)
- Update information responses (Fire)
- Non-emergency calls for service responses (Police, Fire-Suppression, Fire-Emergency Medical Service)
- Non life threatening calls for service (Police)
- Property damage calls for service (Police)
- Special Needs and Impaired Caller Responses
 - Language Barrier Call Responses
 - Telecommunications Device for the Deaf Caller Responses

