

**DEPARTMENT
NAME**

Metro Nashville Emergency Communications Center

**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.

**MESSAGE
FROM THE
ECC**

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.

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.

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.

Call for Service: A call received by MNECC which results in the need for a field first responder to be sent to a location.

Emergency Assistance: Assistance from a First Responder rendered via any method such as telephone or in person which will mitigate an emergency situation.

ISSUE STATEMENTS

Issue Statement One

The evolution of the emergency communications profession has established the need to recognize the services provided as being the First of the First Responders, and be aligned with Public Safety Sector of the government.

- The Emergency Telecommunicator's profession has escalated over the years. The position now requires a minimum of five certifications to perform the essential duties of the job.
- Due to the constant change in technology, ECC needs to develop procedures that increase productivity and reduce overtime. ECC will also need to implement new strategies that require less personnel while maintaining an acceptable level of service to the citizens and visitors of Nashville.

Issue Statement Two

Since the inception of the ECC, The Director has reported to a Board comprised of the Police Chief, Fire Chief, and the Emergency Management Director. Since the ECC is now well established, the ECC should become a Department where the Director reports to the Mayor/Deputy Mayor.

Issue Statement Three

The future is upon us and the ECC has begun to introduce measures to prepare our agency for the next generation of 9-1-1 (NG 9-1-1):

- Increasing cost of technology upgrades and a shortened life of those technologies.
- Increasing cost to upgrade technology due to higher frequency of upgrades.
- Increasing cost of training due to higher frequency of technology upgrades.

STRATEGIC GOALS

- Goal One** Citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications while MNECC continues to strive to meet increasing and changing demand for service, by 2011, as measured by:
- 90% 9-1-1 calls answered in less than 6 seconds
 - 90% 9-1-1 calls dispatched for Fire-Suppression in less than 90 seconds
 - 95% 9-1-1 calls dispatched for Fire-Emergency Medical Services in less than 90 seconds
 - 70% 9-1-1 calls dispatched for Police in less than 90 seconds
- Goal Two** By 2011, 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 are satisfied with service
 - 90% 1st Responder Partner Survey Responses are satisfied with service
 - 90% Emergency Medical Dispatch Quality Assurance Reviews above 90%
 - 90% Emergency Fire Dispatch Quality Assurance Reviews above 90%
- Goal Three** By 2011 ECC will develop new procedures that will address how not to allow changing technology to have a negative impact on overtime and productivity. t

LINES OF BUSINESS

Line of Business One – 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.

LOB One – Key Results

- Percentage of accreditations maintained.
- Percentage of Emergency Communications District Board requests completed.

Line of Business Two – Purpose Statement

The purpose of the **Communications Operational Support Line of Business** is to provide systems management, results management, human resources, financial, payroll 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.

LOB Two – Key Results

- 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
- Percentage of Financial, Human Resources, and Payroll products delivered as requested.

Line of Business Three – Purpose Statement

The purpose of the Information and Non-Emergency Services 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 Three – Key Results

- Percentage of emergency situations where responders were provided accurate, timely MNECC responses (as measured by Quality Assurance checks).

Line of Business Four – Purpose Statement

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.

LOB Four – Key Results

- Percentage of individuals in crisis who obtain emergency assistance within 90 seconds.
- **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.
- Percentage of Police requests for support service responded to within 5 minutes.
- Percentage of Fire requests for support service responded to within 5 minutes.

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Administrative Line of Business is to provide educational, 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

Leadership and Accreditation

Program Purpose Statement

The purpose of the Leadership and Accreditation Program is to provide key results and accreditation products as well as education and community involvement products to the public so their needs are met using the highest industry standards.

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

Percentage of accreditations maintained (**Key Result**)
Percentage of ECD and MNECC meetings attended.

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

Number of accreditations maintained.
Number of ECD meetings, briefings and presentations completed.

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.

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

- 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, Human Resources, Finance, Payroll, 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 maintenance
 - Emergin Paging system maintenance
 - Internal LDRPS disaster recovery
 - Immediate technical support responses
 - Technology Trouble Reporting System
- **Data Research / Retrieval Systems**
 - Unit Status Report requests
 - Audio Log Responses
 - Field specific inquiries / informational request responses
- **Equipment & Software Systems**
 - Criss-cross software maintenance responses
 - Headsets maintenance responses
 - Mobile Equipment inspections
 - Mobile Equipment repairs
 - Payroll System software updates
- **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
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PROGRAM

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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 Call taker Trainings Products:

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

Emergency Medical Call taker Training:

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

Police Call taker Training Products:

- Emergency Police Dispatch Training Sessions
- Call taker Standard Operating Procedure
- 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)
- Fire/Medical Dispatch Training Sessions
- Fire/Medical Question & Answer Sessions
- MUMS

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

- 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
- IGive
- Emergency Service Coordinator

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
- Urban Areas Securities Initiatives (UASI)
- New Product Training sessions
- ADA
- IOD

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, human resources, finance, payroll, 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 complaints received from Police, Fire and Citizens compared to total calls received. **(Key Result)**
Percentage of 1st Responder Partner Survey responses received with satisfactory responses..

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

Number of calls for service reviewed
Number of Citizen Surveys conducted.
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 conducted
Number of 1st Responder Partner Surveys anticipated to be delivered.
Number of complaints anticipated.

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

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Purpose Statement**

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, human resources, finance, payroll, 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

HR, Payroll & Financial Services

Program Purpose Statement

The purpose of the HR, Payroll, & Financial program is to provide human resources, payroll and financial management products to the department and to serve as the liaison between MNECC and Metro Central Agencies so MNECC can receive coordination of internal services.

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

Percentage of payroll checks processed accurately. **(Key Result)**
Percentage of employees annual evaluations entered into Timeforce
Percentage of OMB requested financial reports

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

Number of checks processed accurately
Number of evaluations entered
Number of OMB financial reports 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 checks issued
Number of evaluations anticipated
Number of OMB financial reports requested

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

Products

Human Resources Products

- EBS entries
- FMLA (Family and Medical Leave Act) Consultations and Training
- Recruitment Process
 - Scheduling PreEmployment Exams
- Liaison between MNECC and Central HR
- Rules & Policy Interpretation
- Disciplinary Process
- Grievance Process
- Substance Abuse Coordinator
- FLSA Audits (Fair Labor Standards Act)
- Benefit Consultation
- Annual Enrollment
- STD/LTD Processing
- EAP Coordinator
- Records Management/Dissimination of Records
- Performance Evaluation Training
- Open Range Plan Management
- Civil Service Commission Reports
- Employee Verification
- Results Matter
- Turnover and Retention Reports
- Evaluation/Increment Date Reports
- Termination Process
- Terminal Agency Coordinator Reports
 - Background Investigation Reports

Finance

- Budget Preparation and Assistance
- WeBudget entries
- P-card Reconciliation
- Payment Net Coding
- Approving Invoices
- Financial Reporting and Transactions
- Journal Entries
- Funding Approvals for Financial Transactions
- Year-End Closing
- Indirect Cost Models
- Labor Distribution
- P-Card Application

Payroll

- Leave Requests
- Time & Attendance
 - TimeForce Training and entering
- Payroll Entries and Coding

- Enter exceptions into EBS
- Enter coding into TimeForce
- Leave Liability Reports
- Compensatory Time Report
- Vacation/Sick Accrual Reporting
- Longevity
- Election of Compensatory Time or Over Time
- OT (overtime) Adjustments
- Check Notification
- Enter Personnel Changes
- Master Position Listing
- IOD Time Tracking
- FMLA (Family and Medical Leave Act) time tracking

PROGRAM

**Line of Business
Purpose Statement**

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.

Program Name

Operations Public Life Safety

Program Purpose Statement

The purpose of the Operations Public Life Safety program is to provide emergency assistance products to individuals in need of emergency assistance and to provide critical dispatch products to Police, Fire, EMS, and other first responders so they can respond quickly to save lives, protect property and reduce risk for everyone involved.

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

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

**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
- 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 (SWAIT) 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 in shooting/injury notifications
 - Major incident command staff notifications
 - Allied agency notifications
 - Forward 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

Emergency Fire Dispatch (EFD) referral responses

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Information and Non-Emergency Services 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

Non-Emergency Responses

Program Purpose Statement

The purpose of the Non-Emergency Services 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