

# METRO NASHVILLE EMERGENCY COMMUNICATIONS CENTER

## Mission Statement

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 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.

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# **METRO NASHVILLE EMERGENCY COMMUNICATIONS CENTER**

## **Strategic Goals**

- 1. 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 2012, 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
  - 90% 9-1-1 calls dispatched for Police in less than 90 seconds
  
- 2. By 2012, 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%
  
- 3. By 2012, ECC will continue to improve procedures that will address how not to allow changing technology to have a negative impact on overtime and productivity.**

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## Administrative Line of Business

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.

### Leadership and Accreditation Program

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.

#### Result Measures

- Percentage of accreditations maintained
- Percentage of ECD and MNECC meetings attended

#### Output Measures

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

#### Demand Measure

- Number of meetings, briefings and presentations anticipated

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## Communications Operational Support Line of Business

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.

### 9-1-1 Communications Systems and Equipment Management Program

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.

#### Result Measures

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
- 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

#### Output Measure

- Number of system trouble responses delivered

#### Demand Measure

- Number of system trouble responses anticipated

### Training Academy Program

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.

#### Result Measure

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

#### Output Measures

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

#### Demand Measures

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

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## Communications Operational Support Line of Business

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.

### MNECC Quality Assurance Program

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.

#### Result Measures

- Percentage of complaints received from Police, Fire and Citizens compared to total calls received
- Percentage of 1st Responder Partner Survey responses received with satisfactory responses

#### Output Measures

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

#### Demand Measures

- 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

### HR, Payroll & Financial Services Program

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.

#### Result Measures

- Percentage of payroll checks processed accurately
- Percentage of employees annual evaluations entered into Timeforce
- Percentage of OMB requested financial reports

#### Output Measures

- Number of checks processed accurately
- Number of evaluations entered
- Number of OMB financial reports delivered

#### Demand Measures

- Number of checks issued
- Number of evaluations anticipated
- Number of OMB financial reports requested

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## Life Safety Line of Business

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.

### Operations Public Life Safety Program

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.

### Result Measure

- Percentage of individuals in crisis who obtain emergency assistance within 90 seconds

### Output Measure

- Number of emergency assistance responses provided

### Demand Measure

- Number of emergency assistance responses anticipated

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## Information and Non-Emergency Services Line of Business

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.

### Non-Emergency Responses Program

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.

#### Result Measure

- Percentage of callers who obtain non-emergency service responses

#### Output Measure

- Number of non-emergency service call responses provided

#### Demand Measure

- Number of non-emergency service call responses anticipated