

Metropolitan Nashville Department of Emergency Communications



2018 Annual Report

Mission Statement

The mission of the Department of Emergency Communications is to serve as the vital link between the citizens and the emergency responders of Nashville & Davidson County by providing emergency and non-emergency services in a prompt, courteous and efficient manner.

EMERGENCY

COMMUNICATIONS

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

Table of Contents

Mission Statement & Values.....	2
Letter from the Director.....	4
Organizational Chart.....	5
Finance & Payroll.....	6
Operations.....	7-9
<u>Support Services</u>	
Human Resources.....	11-13
Quality Assurance & Accreditation.....	14-19
Technology & Special Projects.....	20-26
Training.....	27-29
<u>Special Programs</u>	
Employee of the Month.....	31
Employee Recognition.....	32-35
Peer Support.....	36
Field Incident Response Support Team.....	37
Telecommunicator Emergency Response Taskforce.....	38
Smart 9-1-1/C.O.R.E.	39
DEC Contacts.....	40

Letter from the Director



It is with great pleasure that we present to you the Department of Emergency Communications (DEC) annual report for the year 2018.

The men and women of DEC continue to provide prompt and courteous service to citizens in need of police, fire and/or medical services. Our most recent citizen surveys indicate a 94% satisfaction with the courtesy of our employees. This annual report will certainly show the tireless efforts put forth by the entire DEC staff.

For the past several years, the DEC received over 1 million calls each year and 2018 proved to be no different. With the continued growth of our city and the vast number of large scale events hosted within the city limits, we anticipate the call volume will continue to rise for both emergency and non-emergency calls.

In last year's annual report, we reported on our continued focus on recruitment, and once again that focus will continue into 2019. During the year, we hired 28 new employees. However, with the resignation/retirement of employees, we must increase our recruitment and retention efforts. We are continually discussing and implementing strategic ways to avoid and fill the vacancies within our department.

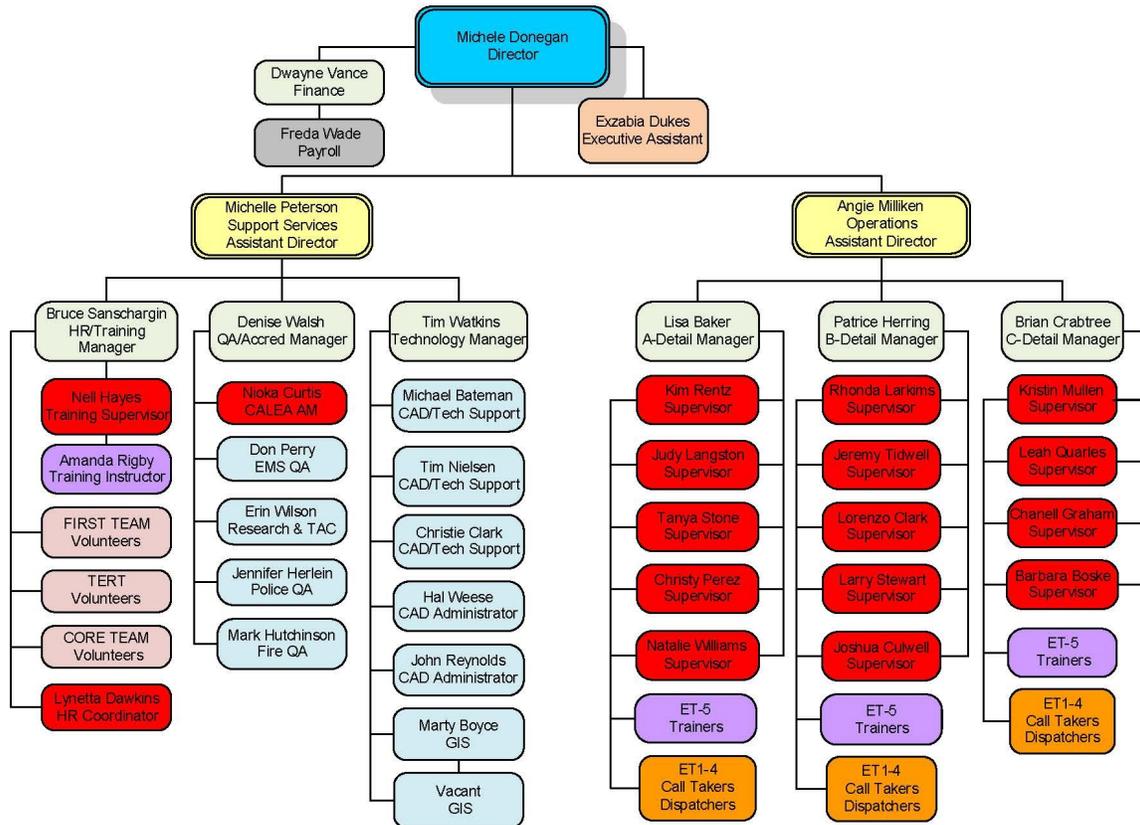
In the following pages you will see information, accomplishments and statistics from both our Operation and Support Section. It continues to be my pleasure to work with such a dedicated, professional and forward thinking group of individuals.

Even with the capability of this enthusiastic staff, their successes would not have been possible without the continued support of Mayor David Briley, the Metropolitan Council, the Emergency Communication District (ECD) Board and the many citizens of Nashville.

Michele Donegan, Director



DEPARTMENT OF EMERGENCY COMMUNICATIONS ORGANIZATIONAL CHART



Revised 12/29/2017

Effective 12/30/2017

Finance/Payroll



Dwayne Vance, Finance Officer



Freda Wade, Payroll Coordinator

DEC's Finance Section is responsible for all financial activities of the department. This includes, but is not limited to payroll, procurement, budgeting and associated policy and procedures. The Finance Section provides comprehensive, timely and accurate financial information to the DEC Leadership Team to support administrative and financial decision making.

DEC Finance works closely with Metropolitan Government of Nashville & Davidson County Emergency Communications District (ECD) to ensure proper reimbursements are received.

DEC's Payroll works closely with Human Resources and Metro Finance to ensure that payroll is processed for every employee in a timely manner and in accordance to policy and procedures. Payroll coordinates the tracking of time, attendance and accrual usage and balances. Payroll creates and provides information and reports that support both the Operations and Support Services Divisions of DEC.

Of the 4,436 checks issued; 4,425 were processed accurately. This represents a 99.75% accuracy rate and a total cost of \$13,772,631.

Operations



Assistant Director of Operations
Angela Milliken

The Department of Emergency Communications (DEC) Operations Division is the core of the public safety system for Davidson County and the Nashville area. This Division operates 24 hours a day, seven days a week. The employees assigned to this Division are responsible for answering 9-1-1 calls and non-emergency calls, as well as dispatching Police, Fire, and Emergency Medical Services to the citizens and visitors in Nashville/Davidson County.

The Telecommunicator is often the first point of contact for citizens in need of assistance, it is imperative they use thorough interrogation skills to ascertain pertinent information to provide to the emergency responders in a timely manner. Often times, the Telecommunicator must provide pre-arrival instructions to enhance the safety and welfare of callers and the responding units. The pre-arrival instructions are based on the DEC Call Taker Training Manual guidelines and the Emergency Fire & Medical Dispatch protocols (EFD, EMD). These approved *best practice* standards help provide a consistent process for Telecommunicators to assist callers. Required continuing education self-study and formal training sessions are provided for ECC personnel to maintain the knowledge of the most current processes and methods to provide the highest quality assistance to callers and responders.

Call Statistics for 2018

9-1-1 Calls Answered	397,383
Non-Emergency Calls Answered	775,053

**Average answer time on 9-1-1 calls was 8.5 seconds for the year.

The types of calls for service always vary, however, the DEC Telecommunicators have been trained in processing each request based on the needs of the caller and the type of response. During 2018, Operations personnel provided assistance in over one million emergency and non-emergency incidents. Some specific recognized incidents in which thorough training was utilized in assistance given are successfully giving instructions in one CPR incident and four births (additional information on these awards on page 33).

Operations

Another vital service provided by DEC Telecommunicators is that of dispatching appropriate responders to police, fire or medical incidents. The work of a dispatcher continues in their function of maintaining proper communication with responders and facilitating any additional resources that may be requested. In 2018, DEC dispatchers manned nine police and four fire dispatch positions 24 hours a day. The police dispatch positions are strategically placed so Telecommunicators of neighboring geographic areas can communicate effectively. The Fire/EMS positions are placed to facilitate work as a team, to cover the entire county.



The Operations 24 hour work day is split into three shifts:

A-Detail - 0630 to 1500hrs

B-Detail - 1430 to 2300hrs

C-Detail - 2230 to 0700hrs

The overlapping time at the beginning of each shift is used for roll call training and related updates. Also during this time, Operations shift managers and supervisors take opportunities to lead motivational learning activities, promote team spirit and reinforce involvement in daily activities.

Operations supervisors facilitate administrative activities as well as provide additional support for DEC operations employees and the public or responders during especially busy times. Supervisors are a necessary link in the agency as they remain actively involved in real time events and keep management informed when necessary.

During the 2018 reporting year, DEC saw an increase in attrition rates which impacted the staffing levels in several classifications including that of supervisors. As a proponent of promoting personnel from within the agency, DEC expects to continue to train, mentor and promote qualified personnel to continue to provide a well-balanced work force with a wide range of knowledge, experience and years of service to the government of Nashville.

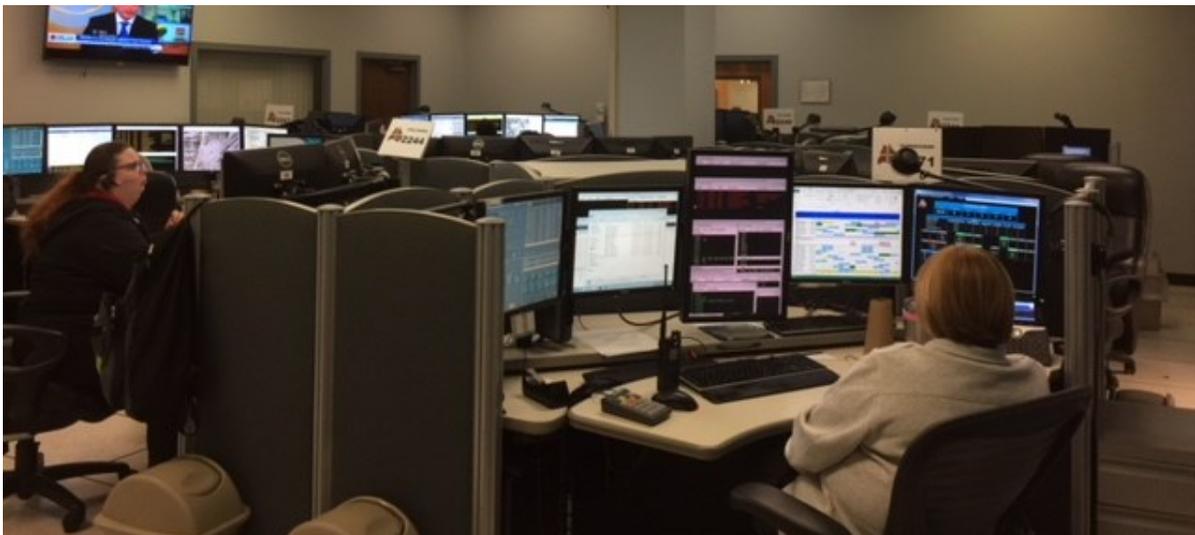
Operations

As it is imperative that DEC personnel are dedicated to ensuring the quality of service delivered to the public and emergency responders is optimum, attention to detail and alertness for quick action is always required. Daily professionalism is key and often times, Operations personnel are awarded as part of DEC's Employee Recognition program. (more information on the program and recipients on page 31)

Dedicated employees are also recognized by the agency for attendance and tenure. (more on Metro Government Service Awards and agency Perfect Attendance on page 34)

DEC Operations personnel also participate in many community and school events as members of the CORE Team, (more on this group on page 39) fundraisers for health related issues and inter-departmental activities that foster positive relationships and increase camaraderie. Many personnel are also involved in the department's tactical dispatch team, FIRST (more on this group on page 37). DEC desires to be involved in all opportunities to be of assistance to the public and other agencies in many facets of public service.

The DEC is fortunate to have a primary and backup center. The sites can operate independently or simultaneously, as both sites have the same technical capabilities to efficiently perform daily Operations tasks. DEC operations is conducted solely from the backup center each month for at least 24 hours for regular workload testing of equipment and facilities. The monthly testing ensures operational readiness of equipment that would be used in the event of an emergency situation that would necessitate the immediate activation of the backup center. In an immediate activation, employees would respond to the nearest site geographically to ensure a timely arrival to reduce the possibility of interruptions in service. The high level of service delivered to the citizens and responders of Nashville remains the same regardless of the site being utilized.



Support Services



Assistant Director of Support Service
Michelle Peterson

Support Services consists of administrative, technical, and field response support of the Department of Emergency Communications (DEC). The sections that are under this Division of the DEC include Human Resources, Training, Accreditation, Quality Assurance, Technology & Special Projects, Community Outreach, Recruitment and Education (C.O.R.E.) team and the Field Incident Response Support Team (FIRST).

One of the main goals for Support Services is to ensure the DEC implements the best practices within the public safety industry. This goal includes supporting the Operations Division in all facets of its mission.

Human Resources



Manager of HR & Training
Bruce Sanschargin



Human Resources Coordinator
Lynette Dawkins

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

Personnel

DEC operated with 190 Full Time Equivalencies (FTEs) during 2018. The following is a breakdown of the allocated positions:

- 1 Director
- 2 Assistant Directors
- 5 Managers
- 18 Supervisors
- 7 Technology staff
- 4 Quality Assurance staff
- 2 Finance/Payroll staff
- 1 Human Resources Coordinator
- 1 Training Instructor
- 1 Administrative Assistant
- 148 Emergency Telecommunicators (ET1– ET5)

Organizational Chart can be found on page 5.

Human Resources

Recruitment/Hiring

DEC HR conducted Five recruitment postings for Emergency Telecommunicator I (ETI) positions (January, March, May, August & November) and two postings (February & June) to fill a GIS position. 1,486 applicants were processed in 2018.

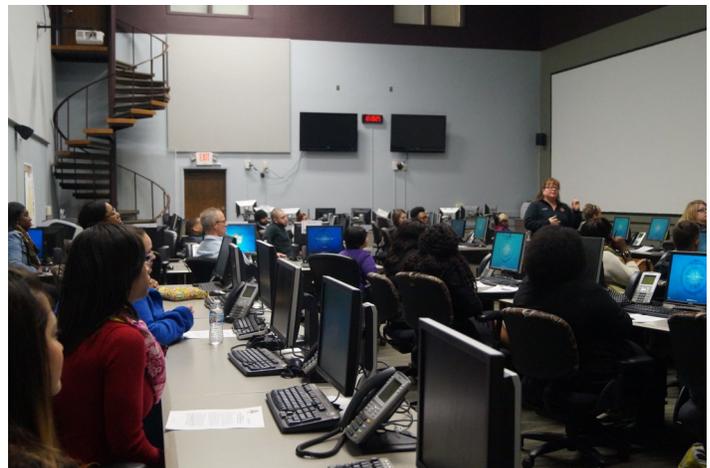
DEC conducted 15 new hire orientations & pre-hire testing sessions and interviewed 41 applicants.

Five Academy Sessions were conducted:

- February —5 new hires
- April —8 new hires
- June — 2 new hires
- August — 5 new hires
- December —7 new hires

One GIS technician was hired In August.

Of the 28 employees hired in 2018, seven are no longer employed by the DEC due to not meeting the training standards, disciplinary or they left for personal reasons.



Retirements & Resignations

In addition to the trainees listed above, DEC lost 28 seasoned employees due to retirements and resignations in 2018. Further more, one employee passed away and two employees were terminated.

Human Resources

Grievances

In 2018, there was one grievance filed by an ex-employee following their termination. Metro HR conducted an investigation and determined the facts did not support the claims of the ex-employee.

Investigations

In 2018, the HR Section received a complaint from two employees which resulted in an internal investigation. The HR section conducted the investigation resulting in four employees being disciplined.

Policies & Procedures

In 2018 the HR section updated and re-issued 8 procedures and 6 policies. The DEC requires all employees to remain informed of any policy or procedural changes that may affect the services delivered to the citizens or first responders of Nashville.

All Policies & Procedures are electronically distributed to each employee, hard copies are placed in a binder and uploaded to PowerDMS. PowerDMS is available at each workstation allowing employees easy access to the system. This access increases the employees ability to search through all directives to find what information they may need.

Quality Assurance & Accreditation



Manager
Denise Walsh



The Quality Assurance & Accreditation Section includes (from left), Mark Hutchison, Jennifer Herlein, Nioka Curtis, Don Perry, & Erin Wilson.

The Quality Assurance (QA) program provides information regarding the overall performance of the agency, the competency level of each employee and the call taker's attitude & behavior toward citizens and first responders.

The QA program assists in determining community and first responder concerns and provides feedback, recognition, recommendations and suggestions for improvements through reviews and various methods of training.

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 DEC.

Accreditations

The DEC has maintained two accreditations in 2018. They are CALEA (Commission for the Accreditation of Law Enforcement Agencies) Public Safety Communications Accreditation and the ACE (Accredited Center of Excellence) Accreditation through the International Academy of Emergency Dispatch for the Medical Protocol.



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, Special Operations and Homeland Security. A large amount of continuous work is required to maintain compliance with the standards set forth in each of these areas. This process requires all DEC employees to be familiar with the policies, procedures, rules, and laws that pertain to our agency and the need to accurately follow and enforce them. Each section must demonstrate professional work ethics as they carry out their individual responsibilities to ensure best practices and accreditation compliance.

The DEC received its initial accreditation in 2005 and its fourth re-accreditation in November 2017. The most recent accreditation cycle began in August 2018 with some changes in the process. Each accreditation cycle now covers four years instead of three, and there are remote web-based assessments of the electronic files each year of the cycle. On December 15, 2018 the first remote web-based assessment was conducted for DEC and 67 standards from the CALEA® Standards for Communications Manual were reviewed by the CALEA Compliance Service Member (CSM).

All 67 standards reviewed were verified to be in compliance. Files must be updated and maintained throughout the year to ensure compliance with the standards for continued accreditation status. An updated version to the standards manual is being implemented for the upcoming year and even though there are changes to the requirements, the DEC anticipates remaining in compliance with all applicable standards.

The CALEA TRI-ARC Award is given to the governing body and agencies that have concurrent CALEA accreditation for their Law Enforcement, Public Safety Communications and Public Safety Training agencies. Nashville is one of seventeen cities that have received this prestigious award from CALEA and one of only three that have received it in Tennessee. We look forward to our continued collaboration with the Metro Nashville Police Department to maintain this status.

The DEC's focus is and will continue to be, to strive to deliver high quality service while operating in the professional manner to which the citizens are accustomed. Being CALEA accredited is one of the most effective methods of checks and balances to ensure this goal is met or exceeded.

Accreditations



EMD

(Emergency Medical Dispatch)

Accreditation through the IAED 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 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 initial award for Accredited Center of Excellence (ACE) for medical dispatch occurred in April 2000 as the Nashville Fire Communications. Following the consolidation of dispatch functions, the agency continued to be awarded re-accreditations as the Metro Nashville Emergency Communications Center and later as the Department of Emergency Communications. The DEC is scheduled to receive its seventh ACE re-accreditation in 2019.

Quality Assurance

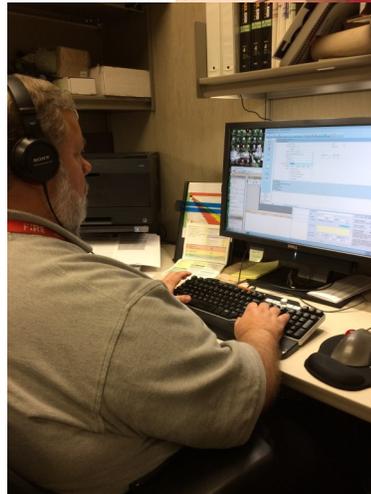
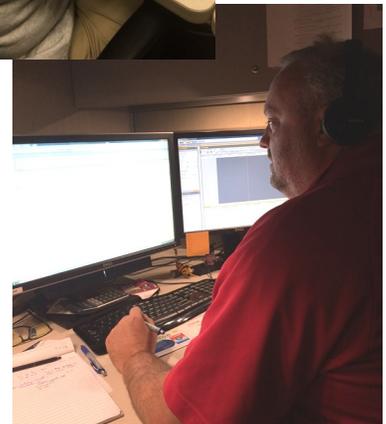
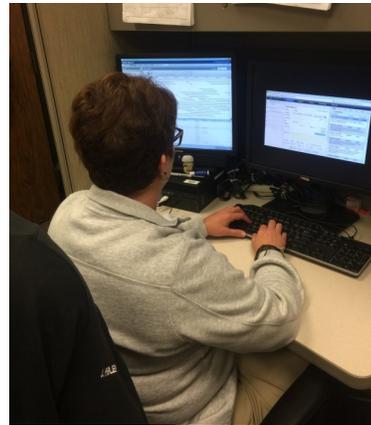
Call Reviews

Call reviews are completed on randomly selected calls (telephone and dispatched incidents) on a monthly basis. The QA reviewers collect and report information on standardized forms designed to be objective and non-subjective with a consistent means of measurement and feedback to the Operations employees. In 2018, over 6,400 reviews were completed:

PD – DEC Standards	# of reviews	Compliance
TOTAL	1972	99%

EFD – IAED standards for ACE	# of reviews	Compliance
High Compliance	800	44.7%
Compliance	334	19.9%
Partial Compliance	138	8.2%
Low Compliance	80	4.8%
Non-Compliance	324	19.3%
TOTAL	1676	100%

EMD – IAED standards for ACE	# of reviews	Compliance
High Compliance	1798	65%
Compliance	623	22.5%
Partial Compliance	181	6.6%
Low Compliance	61	2.2%
Non-Compliance	100	3.6%
TOTAL	2763	100%



Education

Quality Assurance personnel provided education and instruction during 2018 by continuing the “Training Tips” program in which periodic reminders and examples of situations are provided to personnel for more thorough processing of calls for service. Some examples highlight calls that were handled well, in addition to, suggestions that were based on areas needing improvement from call reviews and areas identified by supervisors. Instruction through roll call training was provided, as well as individual meetings with Telecommunicators and supervisory personnel. QA personnel also assisted or instructed three (3) in-service training sessions during the year as refresher or remedial training.

Quality Assurance

Instructors (EFD, EMD, CPR, QA and Software)

The DEC has in-house instructors that are also certified as National Instructors for IAED in both EFD and EMD Protocols and Quality Assurance. These national protocols consist 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 EFD and EMD protocols, the DEC ensures that all medical and fire calls are processed in the same consistent manner, that appropriate Pre-Arrival Instructions (PAI's) are given and that callers receive the highest quality of service possible.

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. The other instructor serves on the IAED Board of Accreditation as an ACE reviewer and as a Senior National "Q" for Priority Dispatch. He consults with other agencies and gives presentations at the national conference each year.

Both instructors are certified to teach CPR classes and all DEC employees are certified and re-certify in CPR every two years. In order to be efficient and train employees, they must make sure they are abreast of all updates and changes to both the software and the protocols.

In 2018, five (5) certification classes were completed for 28 newly hired employees totaling 84 new certifications (28 EFD, 28 EMD and 28 CPR). There were also 148 re-certifications, (31 EFD, 53 EMD and 64 CPR) for the current employees.

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 2018, there were 1381 requests processed for Public Safety agencies, 479 from citizens and 43 from news media. An additional 396 requests for general research were also completed. Along with the request above, the section was responsible for responding to 224 subpoenas and appear in court 6 times to verify or validate the requests.



Complaints

In 2018, QA researched 80 complaints of which 35 were founded, accounting for less than 0.003% of the total call volume processed by the DEC.

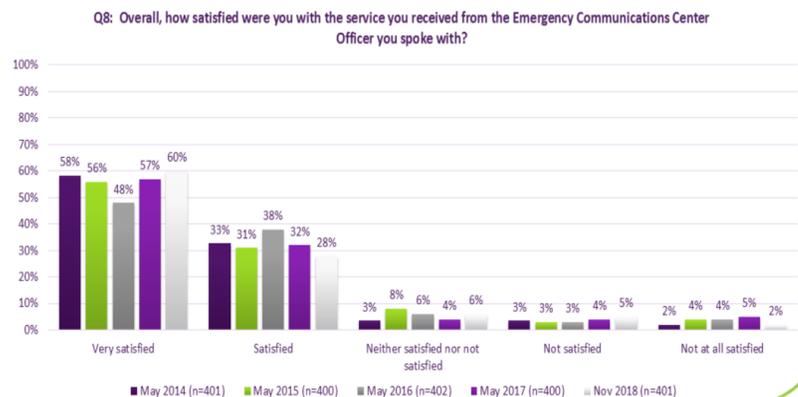
Quality Assurance

Surveys

Satisfaction surveys are used to measure the quality of service provided by DEC call takers and dispatchers as viewed by the public as well as police and fire responders. According to a citizen survey conducted during 2018 by Portia Research, 88% of the respondents were satisfied or very satisfied with the response received from DEC personnel. This result reflected a slight decrease in satisfaction from the previous year.

Of the 523 DEC public safety responder surveys that were sent out, 74% were returned and 83% of the responses indicated a positive satisfaction rating.

88% of respondents were Satisfied or Very Satisfied with the service received; Very Satisfied rose 3 points



Terminal Agency Coordinators (TAC)

Personnel located in the Quality Assurance Section serve as our agency's liaison to the Tennessee Bureau of Investigation (TBI) 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.

During 2018, Tennessee Information Enforcement System (TIES) certifications were completed for 22 employees and 65 re-certification tests were administered. A total of 108 criminal history checks were completed for certification and re-certification documentation.

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. The TBI auditor conducted an on-site audit of the agency's TIES practices in October 2017, speaking with TAC Erin Wilson, alternate TAC Nell Hayes, and Michael Bateman from the DEC's Technology Section. The audit went very smoothly and the DEC was found in compliance with both TBI and FBI policy and procedures.

Records Management

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

Technology & Special Projects



Manager Tim Watkins

The Technology & Special Projects Section is responsible for implementing and maintaining the technology components within the DEC. They manage the many systems within the organization including the IP based telephone system, the Computer Aided Dispatch (CAD) network, the Geographic Information System (GIS), the DEC office administrative computers and all supporting hardware.

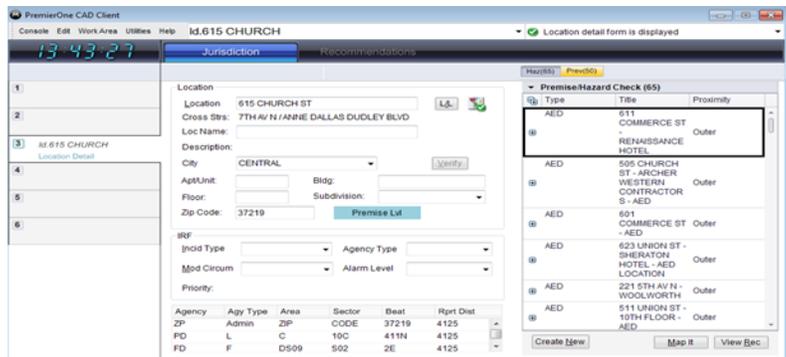
This section also works closely with the responding agency partners to provide capability for a seamless flow of dispatch information.

Technology & Special Projects

Computer Aided Dispatch (CAD)

The Department of Emergency Communications uses the Motorola PremierOne Computer Aided Dispatch (CAD) system to process all emergency and non-emergency calls. Dispatchers constantly use this system to relay critical information directly to first responders from the Metro Nashville Police Department and the Nashville Fire Department. The system is also used by the Office of Emergency Management and the Davidson County Sheriff's Office to manage and dispatch incidents. In 2018, the CAD system was used to manage 1.43 million total incidents. The breakdown is listed below:

MNPD - 1,246,195
 NFD - 136,616
 OEM - 41,069
 DCSO - 14,283



This system is vital for 911 operations and makes call taking and dispatching very efficient. The system interfaces include Motorola Premier Mobile Data Computers (PMDC), Locution CAD Voice, Locution Fire Station Alerting, Deccan LiveMUM (Move-Up Module) and Paramount ProQA. The system also supports Automatic Resource Locators (ARL) which provides the nearest unit recommendations. This allows the closest unit(s) to be sent to emergencies and decreases wait times. During the year, the Locution audio database was updated several times to account for new street names, common places and incident types. The Deccan LiveMUM application was also updated to Version 2. This update enabled quicker maintenance and increased functionality for the users.

The system administrators carefully maintained the CAD premise hazard record data-base throughout the year. These records make critical information readily available to dispatchers and responders regarding scene safety, access codes, medical alerts and more. Multiple system change requests were processed to accommodate partnering agencies.

In 2018, the CAD system was online and available for users 99.99% of the time. The minimal offline time this year was due to testing of the disaster recovery processes. The Technology Section is responsible for installing software, testing systems, installing updates and maintaining data-bases. The staff troubleshoots all issues reported and works with system engineers when necessary.

	204		00:15					
	210A		02:42					
	211A	AR	00:21	43P	0155	314 S 6TH ST	314 S 6TH ST	0035010
	213A	EN	00:24	40PV	0102	704 S 16TH ST	704 S 16TH ST	0034999
	215A	AR	01:31	70R	9920	2504 BRITTANY DR	2504 BRITTANY DR	0034799
	217A	EN	01:00	44RJ	0025	4106 KENNEDY AV	4106 KENNEDY AV	0034900
	221A	AR	00:02	50RV	9670	309 N 2ND ST	309 N 2ND ST	0035040

Technology & Special Projects

Geographic Information Systems (GIS)

The duties of the GIS Team are to manage the GIS data that is used by the DEC and to ensure it meets state mandated Next Generation 9-1-1 standards. This includes adding new addresses, making corrections and changes to existing data. The GIS data is essential in routing first responders throughout Davidson County. The team also ensures the GIS data in the CAD system is up to date. Externally, this team works closely with the Fire, Police, Planning and Public Works to ensure all the GIS data used within CAD is accurate and up to date.

The GIS team has continued to prepare for NG9-1-1 implementation and has focused more on quality checks of the GIS 911 data. They have continued to work with True North Technologies in efforts to enhance the GIS 911 data. Data checks for duplexes needing additional addresses and addresses with no base addresses were performed.

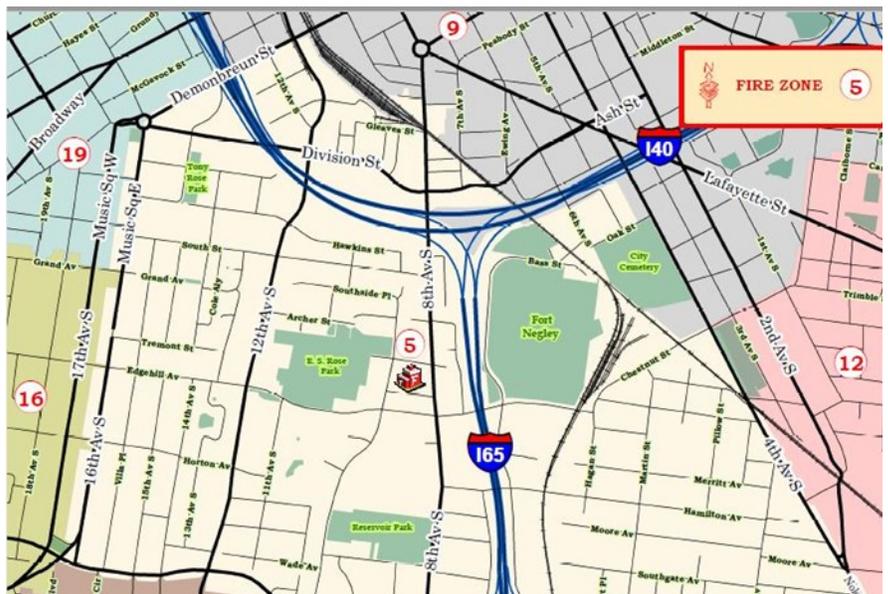
In addition to quality control efforts, new addresses continued to be a major part of the work flow as well as some major street name changes.

During 2018, DEC NG9-1-1 data base continued to grow. The database now consist of 369,837 address points, 34,726 street centerlines as well as 3,602 common places. That is a 2.8% (10,491) increase in address points and a 0.3% (126) increase in centerlines.

These additions are reflective of the persistent growth within Davidson County and the hard work of the GIS team to build and maintain a comprehensive NG9-1-1 GIS database. These improvements assist dispatchers and call takers in their endeavors to accurately handle calls in order to better serve the citizens of Davidson County.

Over the past year it was discovered that the deployment portal for updating the local map files on the CAD stations is not efficient.

The team developed a method that does not require the user to log off of the system. The files can be copied over provided the map window is closed for a brief moment.



A new fire zone with beats was created for Fire Station # 5.

The new zone is 1.83 square miles.

Technology & Special Projects

Geographic Information Systems (GIS)

One on One location verification training with question and answer sessions was provided to call takers and dispatchers enabling them to see how CAD validates certain places in the data. This information can help call takers and dispatchers recognize the differences between a Street centerline versus an Address point hit.

The satellite imagery used by Operations was updated to 2018 images. This new imagery has a much higher resolution and allows dispatchers to see newly developed locations throughout the county.

New “Common Places” were added to the CAD mapping and their symbols were evaluated for clarity. Adjustments were made when requested.

260 GeoFile/Map issues were reported and resolved in 2018

The GIS team participated in four training conferences in 2018: National Emergency Numbers Association (NENA), Tennessee Emergency Numbers Association (TENA), Motorola Users Group and the ESRI user’s group coin conference.

The GIS team determined there was a need to further educate business owners and residents on the importance of clear and concise signage for their address as it affects how responders are able to locate them in times of emergency. The team created a flyer that is now used by the CORE team and is distributed during public education events.

Report missing street signs

Although many emergency responders know where most of the roads are located, a road sign can improve response time and ensure that responders have the correct location. If you notice your road sign is missing or damaged, please report it! You can call 3-1-1 from a landline or 615-862-5000 when using a cell phone. You can also go to https://hub.nashville.gov/s/2language=en_US at https://hub.nashville.gov/s/2language=en_US to report missing or damaged street signs.

Know your location

If you don't have traditional home phone service (this is the kind that you pay a local provider) then you must know your location when calling 9-1-1. Odds are that your address and phone number information may not be provided to 9-1-1. When you dial 9-1-1 from a cell phone your current location is not always given. Always be as aware of your location when using a cell phone. When calling 9-1-1 while on the road, be sure to include information about what street you are traveling on, what mile marker was seen recently and your direction of travel. Your call may need to be transferred to the correct call center to get the appropriate help.

We need your help . . .

- ✓ Display your address on your home – not just the mailbox
- ✓ Use reflective materials
- ✓ Check your address through your phone company to be sure they have the correct address listed
- ✓ Know your location
- ✓ Report missing street signs

Report missing street signs

Know your location

Could we find you in an emergency?

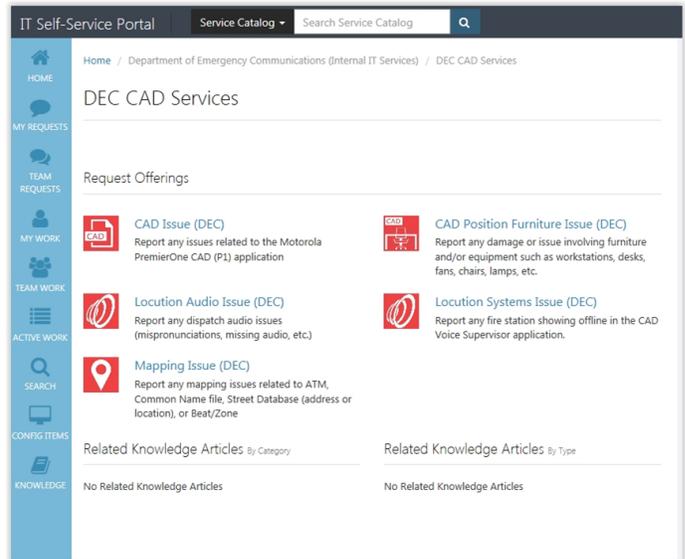
DIAL 9-1-1

FIRE • POLICE • AMBULANCE • POLICE • POISON

Technology & Special Projects

ITS Self-Service Portal

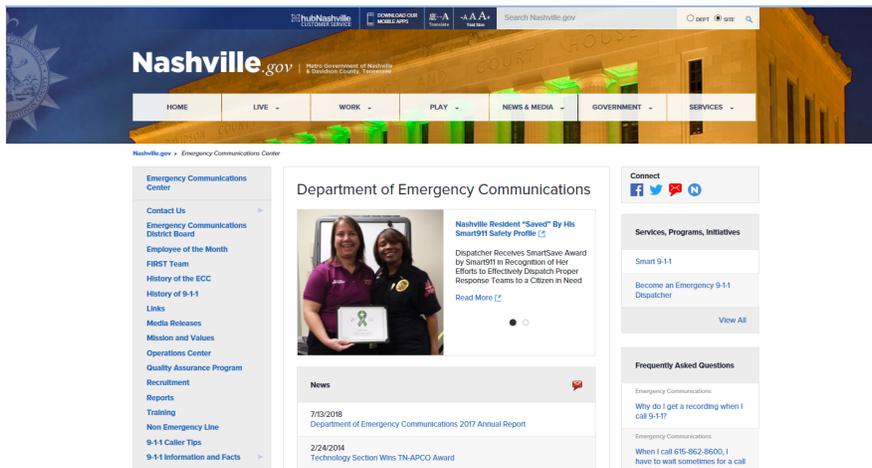
The ITS Self Service Portal allows all Metro users from other departments to report issues related to CAD access and other relevant applications. This system allows our technicians to update users on the progress of their ticket, request any additional information and inform them when the issue has been resolved.



NASHVILLE.GOV/ECC

The DEC maintains its own webpage on Nashville.gov (www.nashville.gov/ecc). This page provides valuable information to the general public about the history of the DEC, its mission and values and other general 9-1-1 information. Visitors can also access links to submit requests for open records requests, submit questions and/or concerns and to learn more about employment opportunities.

In the fall of 2018, the city's IT department began the process of revamping the Nashville.gov site. This project kicked off with a 3 day session of meetings with each department in order to gain their feedback about the existing site and to provide recommendations for the new site. The vision for the new website is a beautifully designed, intuitive, customer centric website that enables easy access to find services and information.



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 as well as prepare them for future assignments and advancement.



Training Instructor -

Amanda Rigby

Training Supervisor -

Nell Hayes

Training Sessions

In 2018, the Training Section facilitated 62 training sessions. Forty-five of these classes were taught by DEC Staff, the remainder were taught by Metro HR and outside Subject Matter Experts. The Training Section provided 1,640 hours of in-house training in 2018 to DEC employees.

The training sessions covered a variety of topics including:

- 5 New Hire Academies
- 5 Basic APCO Certification Classes
- 4 PD Dispatch Classes
- 1 FD Dispatch Class
- 3 Mentor Training Classes
- 11 CPR Recertification Classes
- 7 Refresher Emergency Vehicle Operations Course trainings
- 7 Defensive Driving Courses
- 2 Specialty courses for MNPD personnel on basic communications
- 19 Annual In-Service classes

Training Section

Annual In-Service Training

DEC Employees are required to attend annual in-service training each year. Topics vary during these sessions and often originate from front line employee recommendations. 2018's Annual In-service training classes included:

- 6 sessions in February on Diversity & Inclusion, Sexual Harassment, & Substance Abuse
- 6 sessions recertifying in National Center for Missing and Exploited Children (NCMEC)
- 6 sessions in May involving Fire & Medical scenarios, TIES updates, & General Services
- 7 sessions in October on Vanessa K. Free / EVOC training

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 from the International Academy of Emergency Dispatch (IAED) titled "The Journal". This magazine is full of articles relating to Telecommunicator issues, trends and general topics. Employees are required to complete and submit quizzes from these articles for Continuing Dispatch Education credits.

New Hire Academies

DEC Training Section conducted five academy sessions and graduations in 2018. 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:

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



The Training section tracked each of the 27 new hires throughout the training program. Trainers submit Daily Observation Reports (DORs) for each trainee each day. The training section reviews, logs and tracks each DOR to gauge the trainees progress. The DORs also provide for measuring the effectiveness of the training program.

Training Section

Conferences

Several DEC employees were able to attend various regional and national training 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 an excellent resource for employees to enhance their skills and professionalism.

The Davidson County's Emergency Communications District Board (ECD Board) made funding available for employees to attend the following training conferences in 2018:

- TBI's Tennessee Information Enforcement System (TIES) - March
- International Academy of Emergency Dispatch's (IAED) Navigator Conference - April
- RAVE Mobility - Smart911 Conference - May
- Law Enforcement Accreditation Coalition of Tennessee (LEACT) - May
- National Emergency Numbers Association's (NENA) Conference - June
- Association of Public Safety Communication Officials (APCO) - August
- Tennessee Emergency Numbers Association (TENA) Conference - September
- Motorola Users Conference - October
- Commission on Accreditation of Law Enforcement Agencies (CALEA) - November

In 2018, Nashville was fortunate to be the host city for the NENA annual conference. Several hundred attendees had the opportunity to tour Nashville's 9-1-1 center.



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 (EOM). All employees are eligible based on specific criteria related to attendance, commendations, and overall work performance. Any employee may submit a nomination for EOM. 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, an assigned parking space for the month and they become eligible for the Employee of the Year award. The EOM's for 2018 were:

January



Shandrie O'neal

February



Hillary Luc

March



William Hayes

April



Carmen Barrera

May



Brett Sharp

June



Tyler Marlowe

July



Christie Clark

August



Kathryn Wutz

September



Robert Eggers

October



Lisa McMahon

November



Amber Doss

December



Barrett Gobelet

Employee Recognition

Employee Banquet

Each year during Telecommunicator Week, in April, the DEC takes the opportunity to recognize all the hard work and dedication of its employees. The DEC Employee Recognition banquet is an opportunity for employees and their guests to enjoy a meal and camaraderie as management acknowledges their efforts from the previous year. Special recognition and awards are given during the banquet.



2018 Employee of the Year

In determining the employee of the year, many things must be considered. Candidates must consistently reflect the attributes that earned them the recognition as employee of the month, continue to go above and beyond the call of duty, do the right thing even when no one is watching, are aware of the agencies goals and strive to help meet those objectives. The employee of the year must also have a commendable attendance record, a passion for the job, work as a team and be accountable for their actions.

The 2018 employee of the year was Amber Doss.



"Paul Taylor" Award

2017 was the first year that the "Paul Taylor" Award was given. This award is in memory of the unexpected passing of a beloved peer. Paul was a positive influence on everyone who met him. He supported his coworkers, provided excellent service to the citizens of Nashville and was an outstanding example of a 9-1-1 professional.

Each year the award will be presented at the recognition banquet to an employee who reflects the strong work ethic and like character (low key, compassionate, devoted, funny, team player, smart, and helpful) that Paul possessed. The recipient of this award is chosen by their peers and all individuals who perform the function of Telecommunicator are eligible to vote and receive the award. This years recipient was Barrett Gobelet.



Employee Recognition

Saving Lives

In 2018, countless lives were saved by DEC employees. One specific call required the call taker to lead the caller through cardiopulmonary resuscitation (CPR) protocols which saved the patients' life. The opportunity to save a life can be very rewarding.



Jonathan Pridemore

Delivering Babies

Childbirth assistance is another area in which DEC employees have utilized their training in order to lead the callers through situations in which the birth of a child was imminent. Some of these calls can be challenging and some can go quickly and smoothly. Regardless of which type of call it is, being able to assist in bringing a baby into the world can be very exhilarating for a call taker.

In 2018 four (4) baby girls were delivered with the assistance of DEC employees.



Kimberly Acevedo



Amber Adams



Daniel Easley



Jeffrey Wynn

Employee Recognition

Perfect Attendance

- LaTasha Ashton
- Linda Binkley
- John Davis
- Mark Hutchison-Roberts
- Farrah McNeal
- Angela Milliken
- John Reynolds
- Jon Saltzgeber
- Bruce Sanschargin
- Craig Wilson
- Kathryn Wutz

Metro Government Service Awards



5 Years

Kandy Kubala
Brad Sadler
Heather Skinner



10 Years

Jeffrey Bolin
John Cadwell
Julianne Douglas
Jessica Eckenrode
Chanell Graham
Mathew Kenderdine
Michelle Passmore
Jennifer Reynolds



15 Years

Jennifer Herlein
Joe Mullican



20 Years

Jason Fryer
John Reynolds
Ginger West



25 Years

Cheryl Parker



30 Years

Tim Watkins

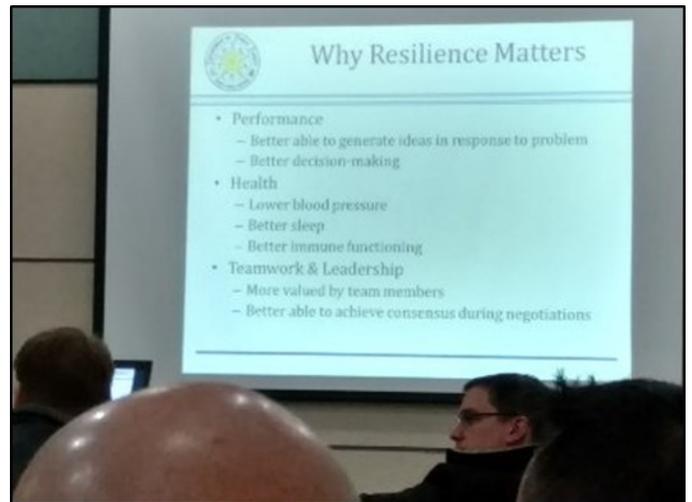


35 Years

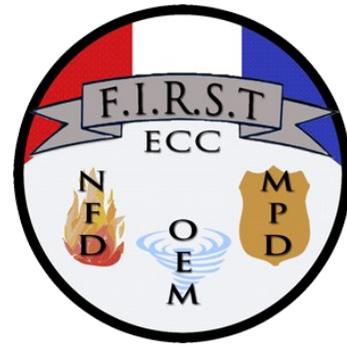
Lisa McMahon
Angela Milliken

Peer Support Group

The DEC works closely with the Police Advocacy Support Services (P.A.S.S.). This organization provides free counseling and advocacy services to law enforcement and DEC employees and anyone in their immediate family. They cover a variety of topics including critical incident stress management, support/therapy groups, and mental health response for major disasters during all hours, if needed. In addition to being available for call out, this program provides annual training for DEC employees, who have been nominated by their peers, to serve as a support system in-house. This allows our staff to have options to choose who they are comfortable speaking with, to know that someone is always available with various levels of training, to have the ability to speak with someone confidentially (either with a co-worker at our workplace or with a counselor at the P.A.S.S. office) and to know that they will be speaking with someone familiar with the difficulties we encounter in our job as well as in our lives.



F.I.R.S.T. Field Incident Response Support Team



DEC's F.I.R.S.T. 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 DEC 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 and is currently staffed with eighteen (18) members and two (2) Lieutenants.

In 2018, the F.I.R.S.T. members worked 228 different events for police, fire, ems, OEM and other outside agencies.

- 211 Pre-planned events (concerts, sporting events, parades and the marathon)
- 3 Presidential of Vice-Presidential visits
- 5 SEC playoff events
- 4 Emergency Operations Center Activations with Office of Emergency Management
- 2 Training Events / Exercises
- 3 Large Scale Citywide Multi-Discipline Events (4th of July, CMA and New Years' Eve Bash)



TERT

Telecommunicator Emergency Response Taskforce



The Telecommunicator Emergency Response Taskforce (TERT), is a nation wide Mutual Aid initiative for communication centers.

Specially trained teams of Emergency Telecommunicators from various agencies across the nation are ready to deploy at any time. They will respond to assist any PSAP or dispatch center in the state who are in crisis. 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. Manager Bruce Sanschargin serves as the agency TERT coordinator. DEC has 28 TERT trained responders.

In 2018, several of our TERT members were placed on standby for deployment to assist other agencies that were hit by hurricanes or wild fires. Fortunately they did not have to deploy.

Part of the TERT program is public education. DEC TERT members attend conferences and work a booth in the vendor hall to help educate and recruit new teams.



www.facebook.com/TnTert

Smart911

The DEC offers a free service to all citizens in Davidson County called Smart911. Smart911 is a program where citizens create a personal profile on line with specific pertinent information that would help responders better assist them in an emergency. The profile can be attached to both land lines and cell phones. This information is completely private and is only displayed once the Telecommunicator receives a call from one of the phone numbers associated with an individuals profile.

The CORE team has worked hard this year to educate citizens on all of the benefits of using this program. In 2018, they attended a over of 40 different events such as church community fairs, parent /teacher meetings, El Protector community fairs and numerous other events around town. Information regarding this program is also shared during all recruitment orientation sessions.

For more information visit www.Smart911.com

C.O.R.E.

The Community Outreach Recruitment and Education (C.O.R.E.) team was created in 2016 to consolidate all community education and recruitment efforts into one team and to ensure our community involvement and education function was handled in a consistent and professional manner. The Smart911 program was also included in this new team. The DEC believes that community education and outreach are a top priority and the agency should take advantage of every opportunity to educate the public while being accessible to the public to discuss any concerns they may have.

During 2018, C.O.R.E. was able to attend 44 events around Nashville/Davidson County. The events included job fairs, community meetings, Metro Night Out, career programs with local High Schools and several other events.

