

Fairbanks Emergency Communications Center

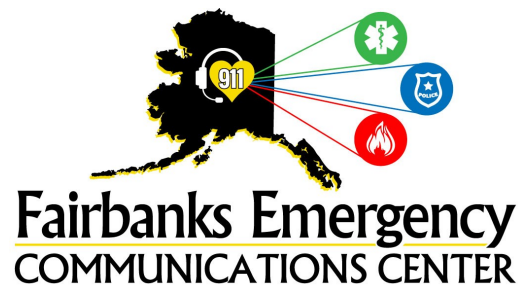


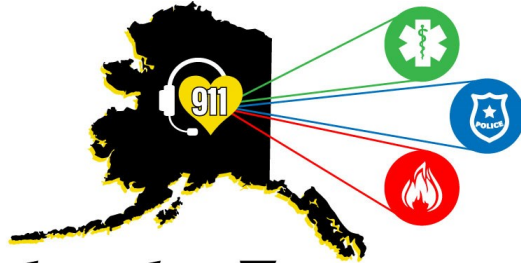
2019 Annual Report

Kristi Merideth, Dispatch Manager

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Fairbanks, AK

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Fairbanks Emergency

COMMUNICATIONS CENTER

Public Information Numbers

Emergency	911
Non-emergency.....	907.459.6800
Administration.....	907.450.6515
Dispatch Manager.....	907.450.6588
Fax.....	907.452.1588
Website.....	http://fairbanksalaska.us/fecc

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Message from the Manager

Staffing in the Fairbanks Emergency Communications Center is like many other centers across the country, short. Short staffing effects everyone in the center at work and in their personal life. This year we focused a lot of time and effort into recruiting and hiring recruit dispatchers. We worked on a resolution for a bonus to lateral dispatchers. The resolution offers \$15,000 to lateral dispatchers that complete training and probation. There is also a \$5,000 bonus to any city employee that recruits a lateral dispatcher. We were able to get the ordinance adopted in April of this year. We were able to attract many applicants from other states. As of the end of the year, two lateral applicants were offered positions and accepted. By the end of the year, one had finished training and one was just beginning training.

During the first quarter of the year there were three employees that relocated out of state and one employee who was hired by an neighboring agency. There was a huge impact on staffing with those four departures. The dispatch center staff pulled together with the heavy overtime load that was coming. I worked with the union to come up with a temporary agreement to the rules of bidding overtime. This allowed a more consistent schedule for the dispatchers, to maintain the much needed time off to maintain their personal lives, evenly distribute overtime, and maintain coverage of the dispatch center. These dispatchers worked together to change around overtime if needed to help each other. They maintained the high quality of service to the public, responders, and co-workers. I could not have been more proud of all of their work.

The CAD agreement with University of Fairbanks Alaska (UAF), Alaska State Troopers (AST) and Ft. Wainwright was started. AST and UAF attended training with Central Square and FECC administration. AST and UAF jurisdictions, units and nature codes were built. AST and UAF went live on the system in the first quarter of 2019.

In the last quarter of 2019, we purchased a replacement for our Silent Knight alarm receiver. Silent Knight is a receiver for many fire and burglary alarms inside Fairbanks North Star Borough.

Kristi Merideth,
Dispatch Manager

Mission Statement

It is the mission of the Fairbanks Emergency Communications Center to provide professional 9-1-1 services to the Interior of Alaska. This mission is accomplished by a well trained staff of Dispatchers who are dedicated to the achievement of excellence through their motivation to continuously improve through training, feedback, and team work.

Core Values

The values of the Communications Center are unvarying principles to which we are dedicated. They are:

Excellence: We are committed to performing our duties in a superior way.

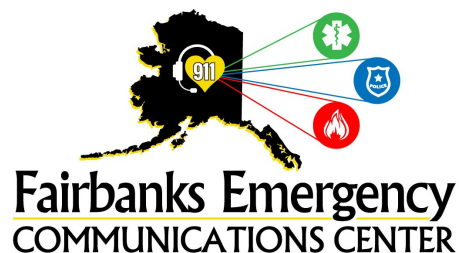
Service: We will do everything we can to serve the public well and with compassion.

Integrity: We will be honest, fair, truthful, and lawful in all that we do.

Respect: We will uphold the dignity and rights of every individual.

Teamwork: We will work in a cohesive, complementary way.

Loyalty: We will remain loyal to the goals of the organization.



Overview of Fairbanks Emergency Communications Center

The Fairbanks Emergency Communication Center (FECC) is the youngest department within the City organization. Formed in 2006, FECC separated from Fairbanks Police Department (FPD) in response to the need for better representation of all public safety entities now served by the regional center.

Communications Center:

- Primary PSAP for Fairbanks North Star Borough (FNSB), greater Delta area, and Denali Borough. Performing 9-1-1 call processing using fire, medical, and police protocols, and providing pre-arrival instructions (example: CPR instructions to callers).
- Provide emergency dispatching service for 2 law enforcement agencies, 16 Fire / EMS agencies, FNSB Emergency Operations & Haz Mat Team and Emergency Service Patrol.
- Process and assemble completed arrest report documentation for Fairbanks Police for the City and District Attorney's office.
- Data entry of no suspect police reports for FPD and traffic citations.
- Data entry for stolen vehicles, missing persons, stolen firearms, stolen articles, City warrants and protective/stalking order entry.
- Validation of all data entries.

Front Desk:

- Staff the police departments Front Desk area, screening all walk in traffic to the station.
- Answer all incoming business line traffic to the FPD administrative lines.
- Initiate calls for service, request for officer response as appropriate.
- Transfer calls to the appropriate agency as needed.
- Take and complete no suspect minor theft, vandalism, and lost/found property reports.
- Process requests for police reports, distribute as appropriate, create billing for report fees as appropriate.
- Complete data entry of all no suspect police reports and scan supporting documents to police report case.

Administrative Staff and Leadership

Administration



Kristi Merideth,
Dispatch Manager



Martha Jewkes,
Administrative
Assistant

Shift Supervisors



Julie Ritchie,
Shift Supervisor



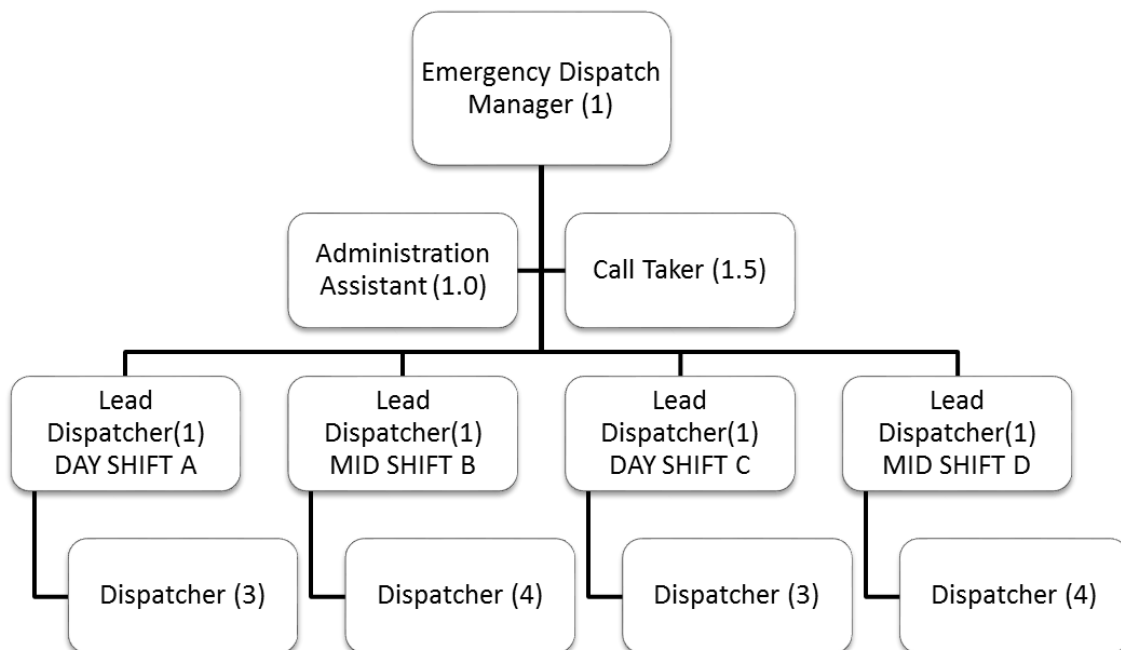
Wenonah Lefthand,
Shift Supervisor



Amanda Blackburn,
Shift Supervisor



Jessie Beyer,
Shift Supervisor



Dispatchers

Glenda Kroshus

Jessica Jensen

Angela Modrell

Jenna Wendt

Jacob Teague

David Hammett

Sara Sandbo

Elena Weber

Heather Moore

Employment Activity

Promotions:

Amanda Blackburn	3/16/2019
Jessie Beyer	11/16/2019

New Employees:

Jacob Teague	1/02/2019
David Hammett	2/18/2019
Shelby Townsend	2/19/2019
Steffany Steffensen	2/20/2019
Sara Sandbo	3/01/2019
Elena Weber	8/26/2019
Heather Moore	12/23/2019

Resignations:

Shenna Knicley	1/31/2019
Jennifer Mepsted	4/18/2019
Jessica Lenahan	4/26/2019
Qianqian Zhou	4/27/2019

Years of Service Milestones in 2019

Julie Ritchie	20 years
Jessie Beyer	5 years

Recruitment and Hiring

The hiring process at Fairbanks Emergency Communications Center utilizes Select Advantage and CritiCall. Select Advantage takes approximately an hour and CritiCall is approximately 2 hours.

Select Advantage is a behaviorally based assessment on validated job-related criteria for each person. The assessments measure specific job behaviors rather than personality or personal constructs. The objective of Select Advantage is to provide organizations with a tool which will allow them to identify applicants who have the highest probability of being outstanding on the job.

CritiCall is a program with test modules that provide a miniature replica of the emergency services job. CritiCall is scientifically designed so the job applicants need no prior dispatch experience or special dispatcher training to succeed during testing. These tests provide the applicants a realistic preview of the job, so much that some people have removed themselves from the recruitment process.

Applicants that pass both Select Advantage and CritiCall will advance to Interviews. Applicants are interviewed by a panel made up from Dispatchers, Administrative staff and a Human Resource representative.

The highest scoring applicants are then given a conditional offer of employment and sent to background. FECC contracts with a Private Investigator for a thorough background investigation. After receiving an acceptable background report an official offer of employment is given.

In 2019:

- 81 applications were submitted for the dispatch position
- 46 took the Select Advantage exam
- 19 took the CritiCall exam (laterals from out of state were not required to test)
- 12 conditional job offers were made
- 10 sent to background
- 6 were hired by FECC

FECC takes applications continually for the Dispatch position.

Training Program

Fairbanks Emergency Communications Center's training program is designed to provide new Dispatchers with a systematic approach to training. Consistent, standardized training provides the means to ensure all dispatchers are capable of the tasks necessary to assume full responsibilities of the position. New employees work with various trainers and various shifts throughout the training process.

FECC's new employee training program consists for five program phases: Academy, Calltaker, Main, Fire, and Crimes.

Academy is approximately 6 weeks in a classroom setting learning our computer aided dispatch program, APSIN, learning about each agency we serve, policies and procedures, International Academy protocols; ETC, EMD, EFD, and EPD, along with area familiarization.

Calltaker is focusing on answering the phones, 911 and non-emergency. The recruit dispatcher is able to utilize the skills that were just taught at the academy. A trainer is assisting with using the programs in a live environment.

Main phase is learning how to read police calls for service that are in the CAD and dispatching the correct number of officers, prioritize calls for service, and keeping track of officers. Both police agencies are dispatched on the same channel.

Fire phase is dispatching the fire and EMS agencies. This can be a very busy position as there are many channels to listen to at once. While dispatching and keeping track of fire and EMS units the dispatcher is also answering 911 and non-emergency calls for service.

Crimes phase is answering phone calls, 911 and non-emergency, and stacking calls for service. The position will also assist the Main dispatcher or Fire dispatcher when necessary.

Certified Trainers

Dispatchers who are selected to train recruit dispatchers are certified after attending a 40 hour Communications Training course. Trainers are responsible for following the training program guidelines by means of task guide to receive all required training. Evaluations are completed using the agency's Daily Observation Report (DOR) to document training each day and determine when training objectives have been met.

Two dispatchers were as trained at CTO's this year. A total of 10 dispatchers are certified to be a trainer.

Participating Entities

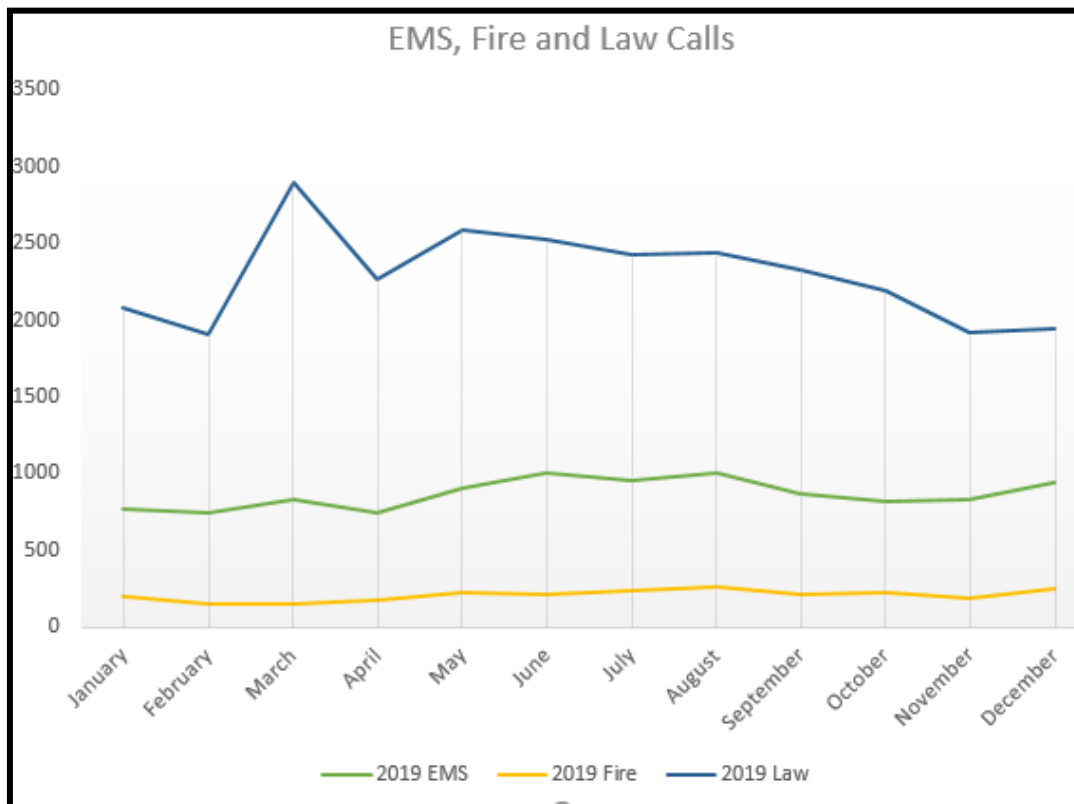
City of Fairbanks
City of North Pole
Fairbanks North Star Borough
City of Delta
Denali Borough/DESA

Subscriber Entities

Fairbanks Police Department	Steese Area Volunteer Fire Department
North Pole Police Department	North Star Volunteer Fire Department
Fairbanks Fire Department	Salcha Rescue
North Pole Fire Department	Chena Goldstream Fire & Rescue
Ester Fire Department	Delta Rescue
Delta Volunteer Fire Department	Rural Deltana Volunteer Fire Department
Tri-Valley Fire Department	University Fire Department
McKinley Fire Department	Cantwell Fire and Rescue
Panguingue Fire Department	Anderson Fire Department
Emergency Service Patrol	Emergency Operations & HazMat Team

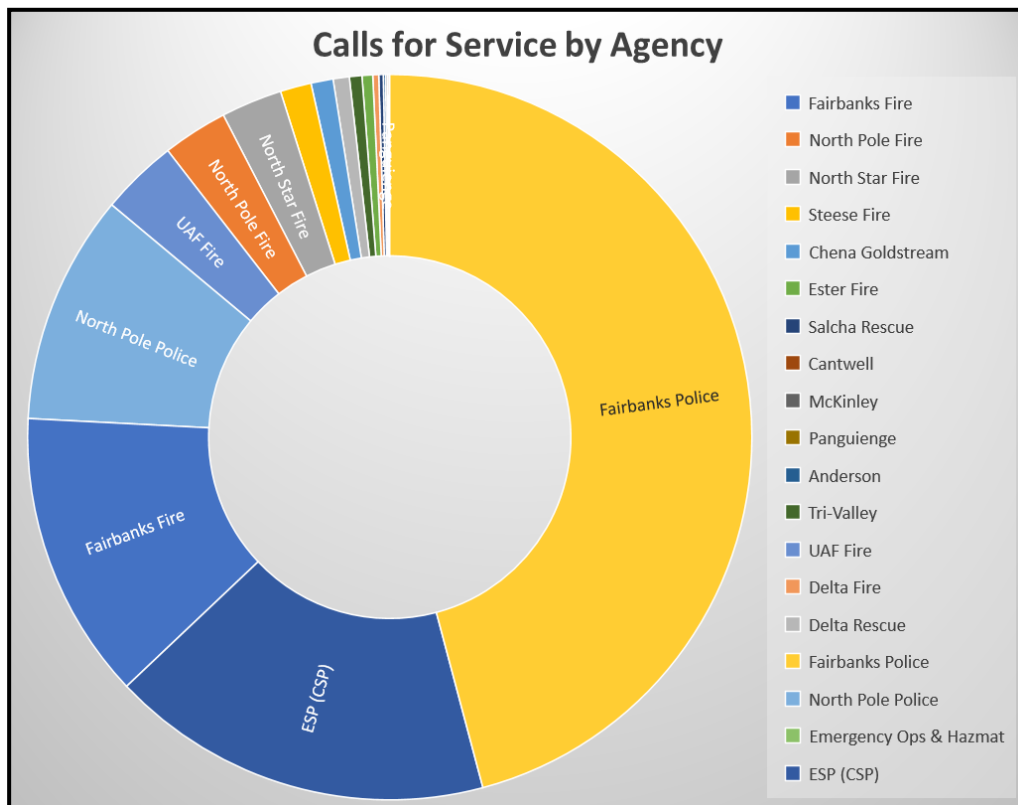
Calls for Service by Month

2019 EMS		2019 Fire		2019 Law	
January	771	January	202	January	2078
February	750	February	148	February	1914
March	834	March	144	March	2905
April	743	April	180	April	2269
May	899	May	228	May	2593
June	1004	June	206	June	2522
July	960	July	231	July	2432
August	1006	August	256	August	2440
September	862	September	214	September	2335
October	813	October	228	October	2192
November	827	November	185	November	1920
December	945	December	245	December	1950
Total:	10,414	Total:	2,467	Total:	27,550



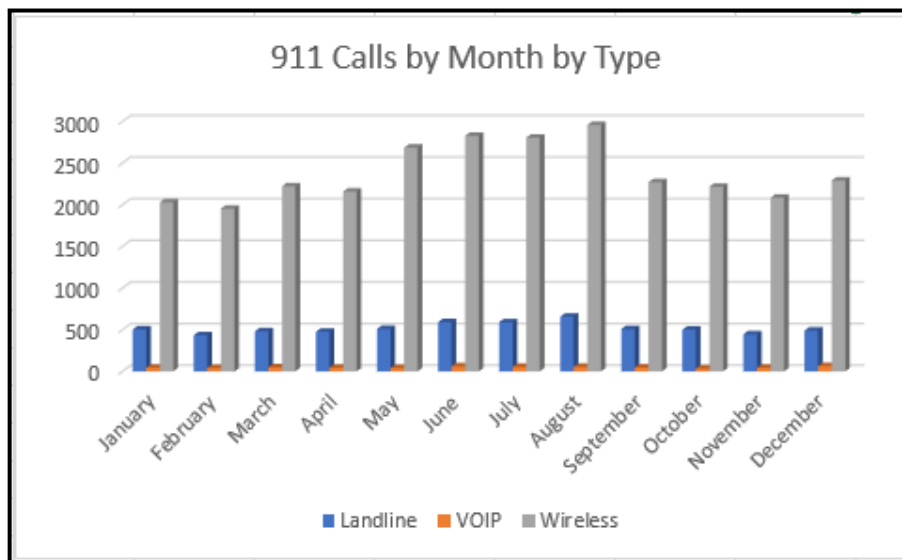
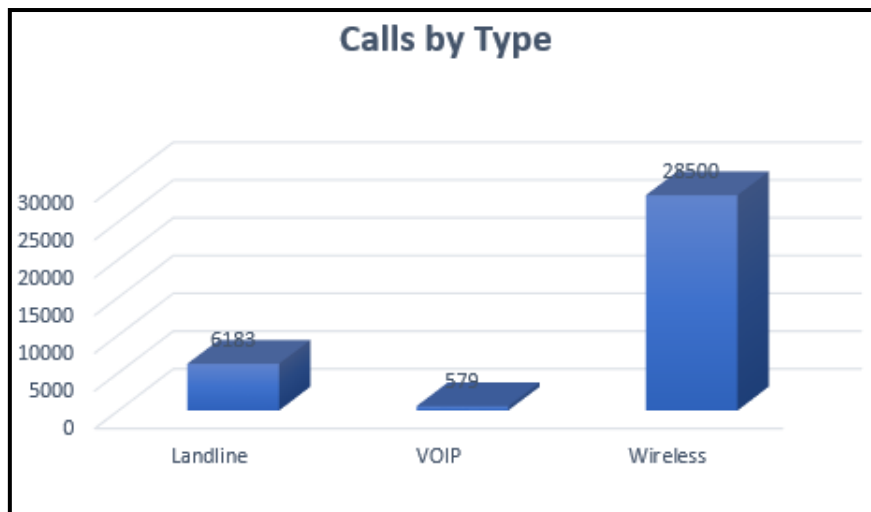
Calls for Service by Agency

Agency	
Fairbanks Fire	6,321
North Pole Fire	1,425
North Star Fire	1,336
Steese Fire	681
Chena Goldstream	485
Ester Fire	233
Salcha Rescue	99
Cantwell	36
McKinley	43
Panguienge	2
Anderson	50
Tri-Valley	274
UAF Fire	1,685
Delta Fire	130
Delta Rescue	355
Fairbanks Police	22,519
North Pole Police	5,031
Emergency Ops & Hazmat	9
ESP (CSP)	8,392
TOTAL	49,106



911 Call Type by Month of the Year

Month	Landline	VOIP	Wireless	Total
January	503	44	2028	2575
February	434	41	1953	2428
March	481	50	2222	2753
April	475	45	2158	2678
May	509	40	2686	3235
June	591	61	2827	3479
July	590	54	2806	3450
August	656	54	2957	3667
September	508	48	2271	2827
October	501	36	2216	2753
November	445	43	2085	2573
December	490	63	2291	2844
Total	6183	579	28500	35262



911 Calls by Call Answer Interval

	5	10	15	30	45	Longer
Answered	25268	3423	902	867	342	740
Abandoned	3016	288	102	225	140	396

Avg. Speed of Answer 00:07
 Total calls Answered: 31,542
 Total calls Abandoned: 4,167
 Percent Answered 88.33%
 Percent Abandoned 11.67%

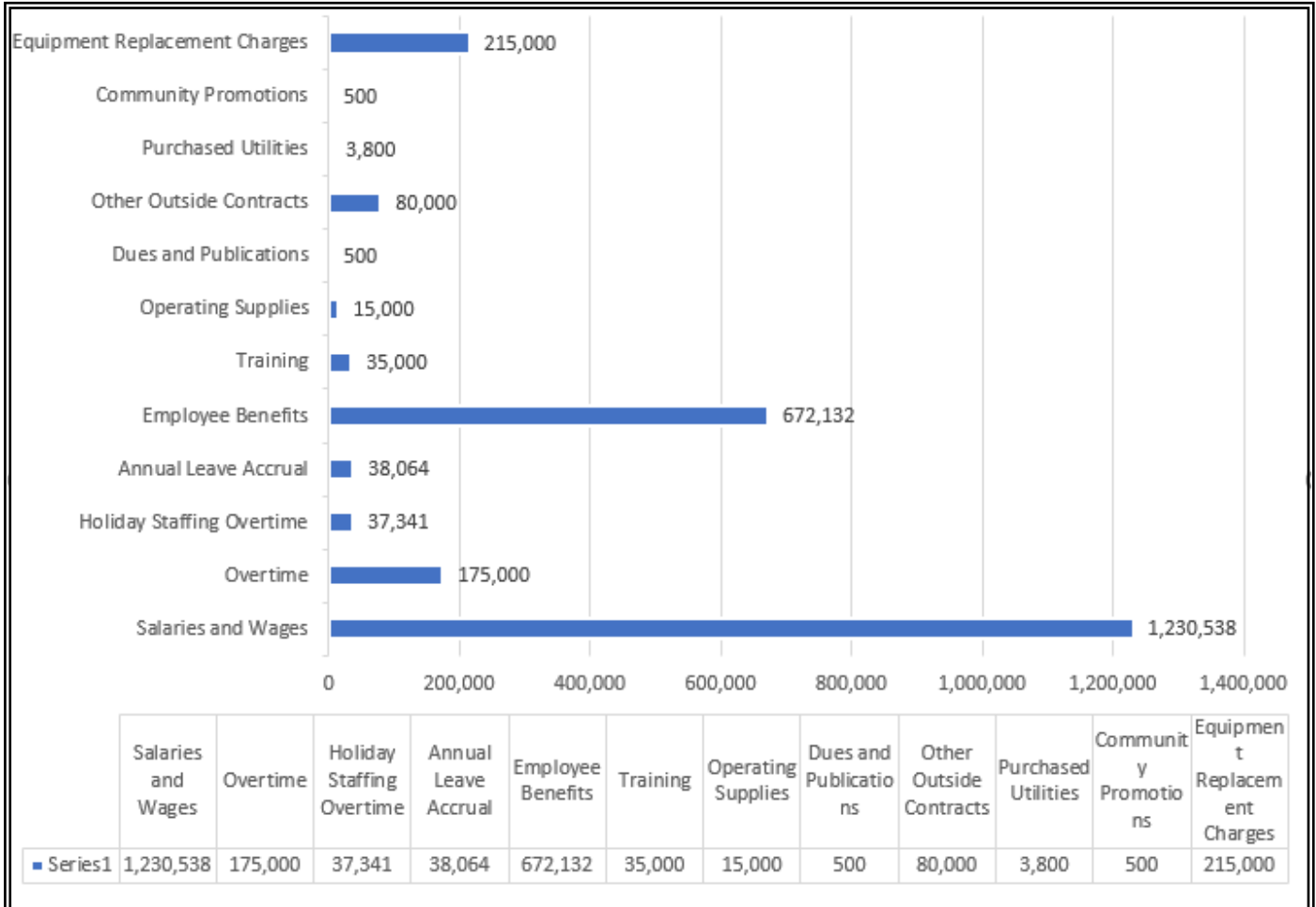
Calls by Queue Type

We have multiple administrative queues set up in our phone system. We do this to be more efficient on answering higher priority calls first. The phone calls will present to all stations signed in to that designated queue. An example is the Main dispatcher. The Main dispatcher is dispatching law enforcement and those agencies should be able to talk to the person responsible for law enforcement calls for service. The queue will only ring for that Main dispatcher and any supervisor on duty. The 911 queues will always present for answering prior to any administrative call.

Queue	Offered	Answer Speed	Answered	Abandoned
FECC Out of Area 911	1155	6	957	198
FNSB 911	34502	7	30584	3918
FECC Admin	53129	8	53120	9
FECC Alarm Techs	1896	9	1896	
FECC CSP (ESP)	5748	8	5747	1
FECC Fire	3043	7	3043	
FECC Police	6819	4	6819	
FECC Supervisors	756	26	756	
Total	107048	7	102922	4126

Approved 2019 Budget

Salaries and Wages	1,230,538
Overtime	175,000
Holiday Staffing Overtime	37,341
Annual Leave Accrual	38,064
Employee Benefits	672,132
Training	35,000
Operating Supplies	15,000
Dues and Publications	500
Other Outside Contracts	80,000
Purchased Utilities	3,800
Community Promotions	500
Equipment Replacement Charges	215,000



Further information on the budget and spending can be found at
<https://cityoffairbanks.finance.socrata.com/#!/dashboard>

Training

International Academy of Dispatch

All dispatchers are trained by the International Academy in Emergency Medical (EMD), Fire (EFD), and Police Priority Dispatch (EPD). These protocols ensure that all dispatchers will gather the same information for the responders, dispatches will have the same level of response and give proper pre-arrival instructions. We need to gather information as quick as possible while showing empathy for caller. Pre-arrival instructions are very important as well. A few examples are how to get a caller to safety, CPR instructions, and how to exit a house that is on fire. Each protocol requires monthly continuing dispatch education and re-certification every two years.

Calls for service, based on the information gathered, are given a response level. The response level is determined automatically configured by the ProQA program. ProQA is the computer based system of the protocols. It helps us gather the information while it puts the information into the CAD. This allows us to move smoothly through our call and the other dispatcher can access the information if it is needed. Each responding department is able to decide what level of response they would like based on the determinant level we have dispatched. The determinant levels are one of the following levels alpha, bravo, charlie, delta, or echo. Having protocols helps to ensure that response level dispatched is the same if you have worked here 20 years or 5 days.

Processing calls for service is not always easy. It takes training, practice and feedback. Along with our protocols, we have a Quality Assurance Team (QA) that is trained to evaluate our calls for service. Feedback is given to the dispatcher and their immediate supervisor. The feedback is a written report. There are notes on how to improve the calls and what the dispatcher was able to do great. If the call falls below a certain score there is written and verbal feedback. We post the overall department scores as we work to becoming an accredited center, ACE. The QA Team also sends out a call of the month. They decide on at least one call that was of excellence and send it to everyone in the classification with the reason that call was picked as call of the month.

Calls are ranked in 5 categories; High Compliance, Compliant, Partial Compliance, Low Compliance, and Non-compliant. In those five categories there are 4 types of deviations that can lower your overall scoring; Critical Deviation, Major Deviation, Moderate Deviation, and Minor Deviation. The deviations are automatically calculated in the quality assurance program, AQUA. If four scores of non-compliant are received out of all 3 disciplines within a 4 month period, the dispatcher has to meet with their supervisor to review errors and create a plan for improvement.

Quality Assurance Statistics

EMD, EFD and EPD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	1182	0	0	0	0
Compliant	280	0	0	183	140
Partial Compliance	154	0	100	116	43
Low Compliance	82	0	75	119	20
Non-Compliant	160	154	122	158	43
Totals	1858	154	297	576	246

EMD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	427	0	0	0	0
Compliant	83	0	0	45	50
Partial Compliance	50	0	38	24	11
Low Compliance	18	0	17	26	4
Non-Compliant	48	52	44	43	6
Totals	626	52	99	138	71

EFD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	347	0	0	0	0
Compliant	57	0	0	36	27
Partial Compliance	37	0	26	23	5
Low Compliance	30	0	29	37	5
Non-Compliant	37	28	34	28	11
Totals	508	28	89	124	48

EPD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	408	0	0	0	0
Compliant	140	0	0	102	63
Partial Compliance	67	0	36	69	27
Low Compliance	34	0	29	56	11
Non-Compliant	75	74	44	87	26
Totals	724	74	109	314	127

CPR

All dispatchers are trained in CPR at the Basic Life Support Provider level. One of our dispatchers has become certified as an instructor. She also provides training to the Fairbanks Police Department and some City of Fairbanks employees.

Every dispatcher is required to have these minimum qualifications courses completed.

Federal Emergency Management Agency Training (FEMA)

- ICS 100– Introductions to Incident Command System
- ICS 144a- Telecommunicator Emergency Response Taskforce (TERT) Basic Course
- ICS 200—Single Resources and Initial Action Incidents
- ICS 700– Introductions to National Incident Management (NIMS)
- ICS 800—Introduction to National Response Plan (NRP)

Intergrated Public Alert and Warning System (IPAWS)

- ICS 247a— Integrated Public Alert and Warning System
- ICS 248— Integrated Public Alert and Warning System for the American Public
- ICS 251—Integrated Public Alert and Warning System for Alerting Authorities

Goals for 2020

1. Continue to work towards being an Accredited Center of Excellence (ACE) for International Academies of Emergency Dispatch.
2. Hire all open positions. Continue to add one additional Emergency Service Dispatcher position until the department has a total of 22.5 Full Time Equivalent employees, per adopted 2015 Business Plan.
3. Increase staffing from 3 to 4 people between the hours of 3 P.M. and 11 P.M. with an increase to overtime budget.
4. Maintain trained staffing levels at 90% of authorized FTE or higher to help defray employee burnout and reduce overtime costs.
5. Complete ongoing training for existing staff members in order to maintain certifications.
6. Work with local dispatch centers to maximize training opportunities for employees while minimizing the cost.

Projects for 2020

1. Installation of new phone and radio recording system.
2. Renew 911 agreement with Fairbanks North Star Borough
3. Renew service contracts with subscribing agencies
4. Complete plans for FECC backup center
5. Completion of 2019 project with Ft Wainwright CAD sharing