

# Fairbanks Emergency Communications Center

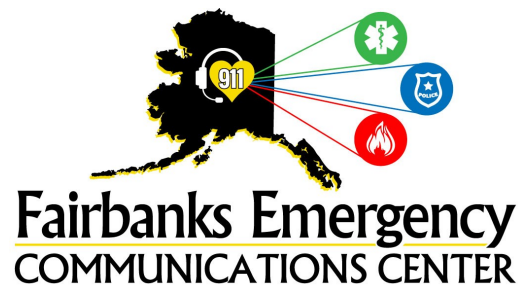


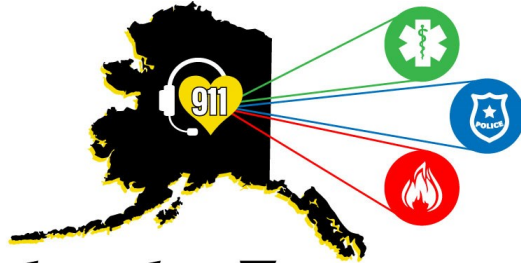
## 2020 Annual Report

***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.....	<a href="http://fairbanksalaska.us/fecc">http://fairbanksalaska.us/fecc</a>

# *Table of Contents*

Message from the Manager.....	Page 4
Mission Statement.....	Page 5
Core Values.....	Page 5
Overview.....	Page 6
Administrative Staff and Leadership.....	Page 7
Dispatchers.....	Page 8
Employment Activity.....	Page 8
Years of Service Milestones.....	Page 9
Recruitment and Hiring.....	Page 9
Training Program.....	Page 10
Participating Entities.....	Page 11
Subscriber Entities.....	Page 11
Calls for Service by Month.....	Page 12
Calls for Service by Agency.....	Page 13
911 Call Type by Month of the Year.....	Page 14
911 Calls by Call Answer Intervals.....	Page 15
Calls by Queue Type.....	Page 15
Approved 2019 Budget.....	Page 16
Training.....	Page 17
Quality Assurance Statistics.....	Page 18
CPR, FEMA, and IPAWS.....	Page 19
Goals for 2020.....	Page 20
Projects for 2020.....	Page 20

## *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 staffing shortage was exacerbated by Covid-19. We had applicants but were unable to hire new employees because required training was not available. All dispatchers have to be certified in IAED protocols and during Covid-19 travel restrictions and training shortages hindered our ability to hire recruit dispatchers. Once International Academy Emergency Dispatch (IAED) was able to create a new online virtual training program we hired six new dispatchers and started the training process. The City of Fairbanks renewed the resolution that provides a monetary bonus to lateral dispatchers. The resolution offers \$15,000 to lateral dispatchers coming to FECC that complete training and probation. There is also a \$5,000 bonus to any city employee that recruits a lateral dispatcher.

During the year there was one employee that relocated to another part of the state and two employees who were hired by neighboring agencies. Those three departures coupled with not being able to hire new dispatchers until November created a very heavy workload for the employees. The dispatch center staff pulled together with the heavy overtime load that was coming. They maintained the high quality of service to the public, emergency responders, and co-workers. I could not have been prouder of all of their work. We usually hold an academy for our new dispatchers but during Covid-19 we had to adjust our ways too. Since dispatch was short-staffed, I taught the academy in a virtual environment for approximately six weeks in order to minimize the chance of exposure to our working staff and those that were training.

We installed our new radio and telephone recording system but full implantation was put on hold during Covid-19 as only essential work was being done in the center to minimize any Covid-19 exposures.

The pandemic made us make a couple of procedural changes during the year, but we also learned how to adapt and continue to fulfil our mission and assist those agencies around us.

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.

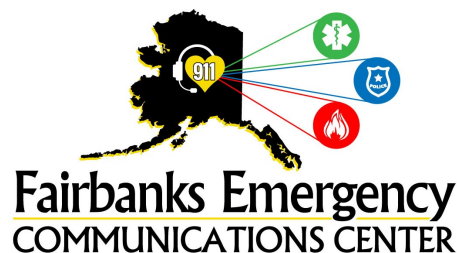
**Service:** We will do everything we can to serve the public well and with compassion.

**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 of Fairbanks 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



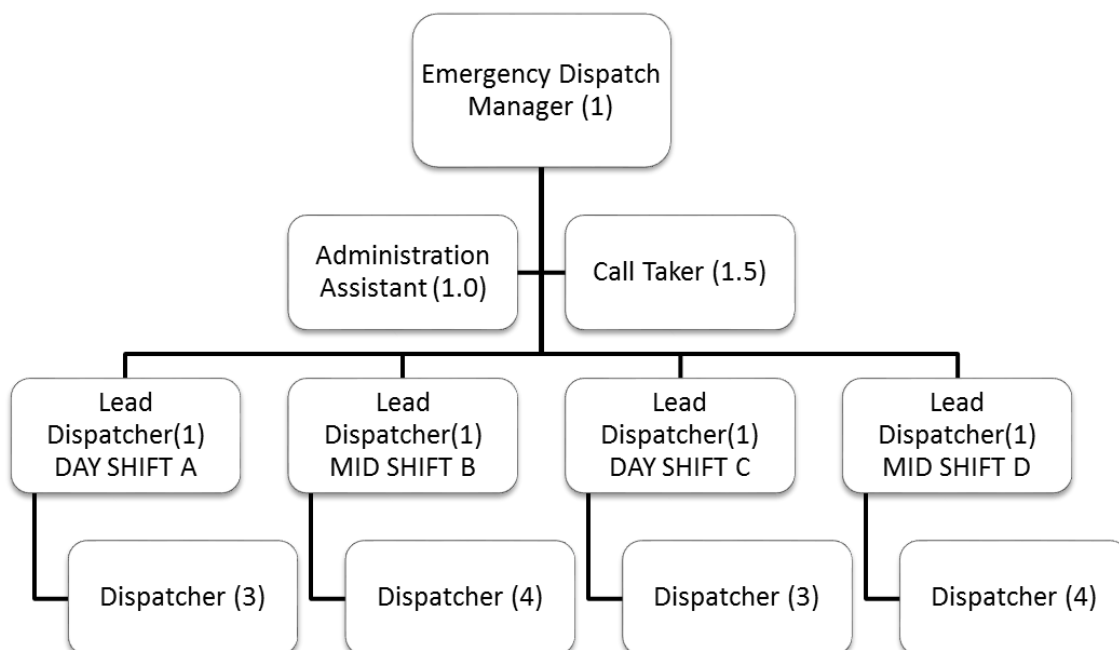
Julie Ritchie,  
Shift Supervisor



Wenonah Lefthand,  
Shift Supervisor



Jessie Beyer,  
Shift Supervisor



## *Dispatchers*

Angela Modrell  
Jacob Teague  
David Hammett  
Sara Sandbo  
Elena Weber  
Kaleigh Sparks  
Kaylee Alejandre  
Kelli Casey  
Kody Paul  
Taryn Luskleet  
Timothy Darland  
Erin Goggins

## *Employment Activity*

### Retirements:

Glenda Kroshus	10/31/2020
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### Promotions:

### New Employees:

Kaleigh Sparks	6/16/2020
Kaylee Alejandre	11/18/2020
Kelli Casey	11/19/2020
Kody Paul	11/24/2020
Taryn Luskleet	11/25/2020
Timothy Darland	11/27/2020
Erin Goggins	12/2/2020

### Resignations:

Jessica Jensen	3/31/2020
Amanda Blackburn	10/1/2020
Jenna Wendt	12/14/2020



## *Years of Service in 2020*

There is not any milestone years of service in the year 2020. Ending the year we had three employees with over 15 years of experience, one employee in the 10-15 year range of experience. Two employees in the 5-10 year range of experience, six employees with less than five years. We also ended the year with 7 recruit dispatchers still in training.

Glenda Kroshus retired with 22 years of service from the City of Fairbanks.

## *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. During Covid-19 pandemic we could not use Criticall because of social distancing and working remotely.

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 giving 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 2020:

- 111 applications were submitted for the dispatch position
- 42 took the Select Advantage exam
- 9 took the CritiCall exam (laterals from out of state were not required to test)
- 12 conditional job offers were made
- 10 sent to background
- 7 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 of five program phases: Academy, Calltaker, Main, Fire, and Crimes.

Academy is approximately 6 weeks in a classroom setting learning our computer aided dispatch program, Alaska Public Safety Information Network (APSIN), learning about each agency we serve, policies and procedures, International Academy protocols; Emergency Telecommunicator Course (ETC), Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (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, Fairbanks Police Department and North Pole Police Department, 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.

A total of 9 dispatchers are certified to be trainers throughout the year. At year end all three employees that left the center were trainers. We were unable to send anyone to training to be certified as a Communications Training Officer because of Covid-19.

## *Participating Entities*

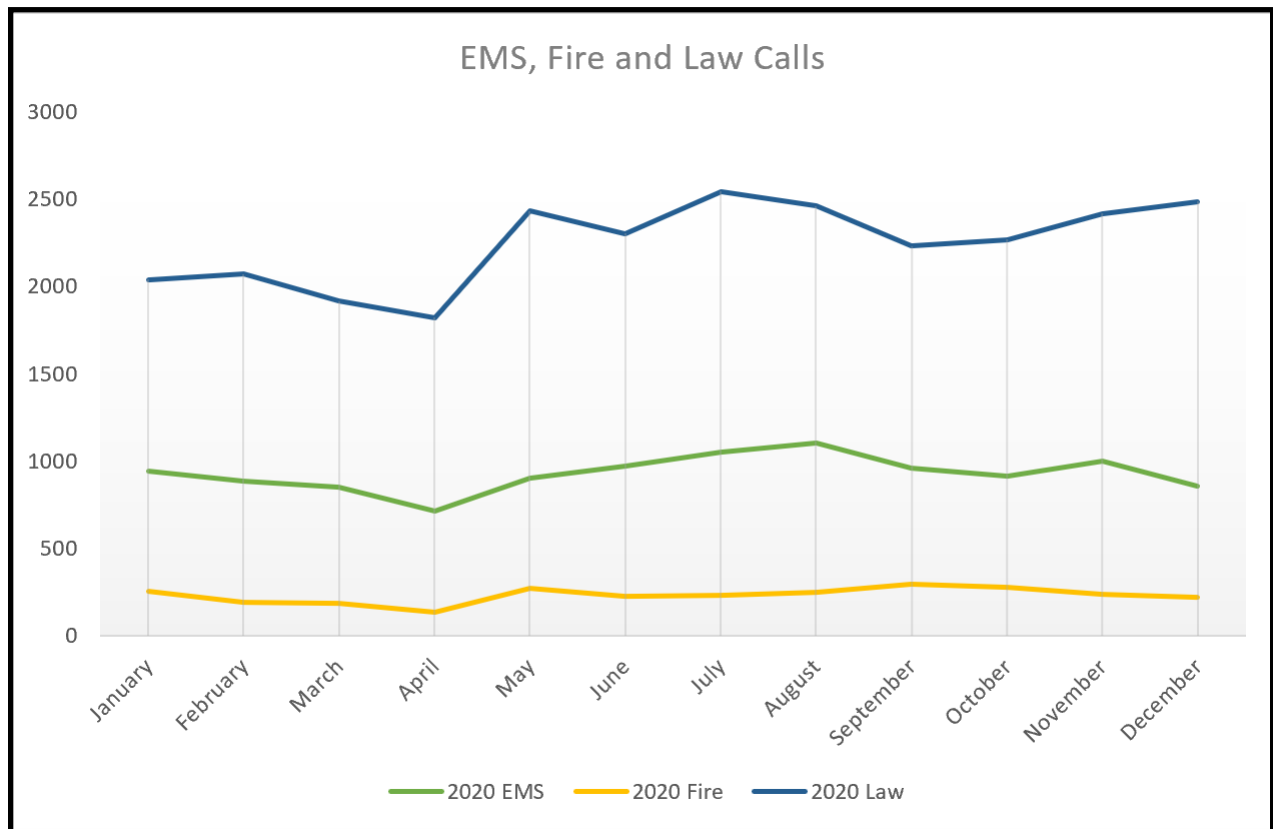
City of Fairbanks  
City of North Pole  
Fairbanks North Star Borough  
City of Delta  
Denali Borough/DESA

## *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

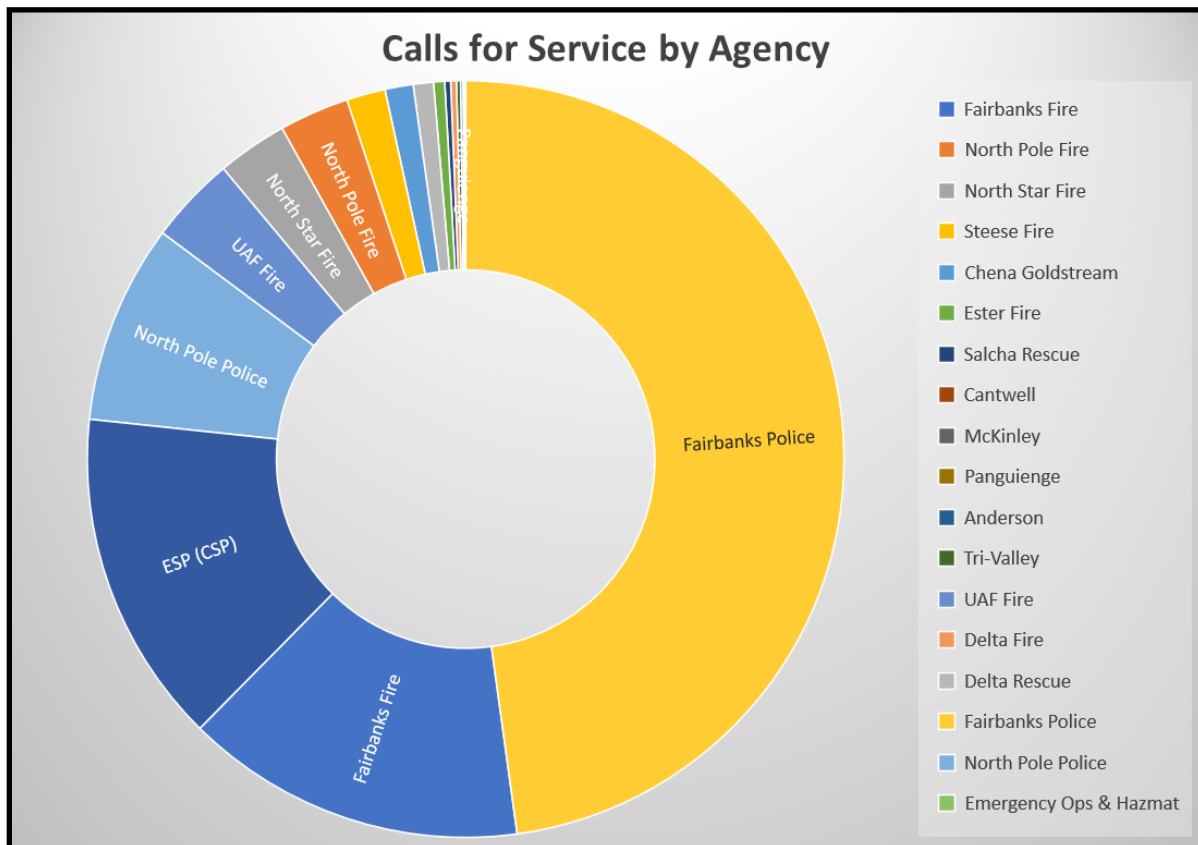
## *Calls for Service by Month*

2020 EMS		2020 Fire		2020 Law	
January	944	January	255	January	2041
February	888	February	195	February	2071
March	852	March	184	March	1916
April	715	April	134	April	1821
May	902	May	272	May	2433
June	974	June	227	June	2305
July	1053	July	232	July	2546
August	1102	August	251	August	2460
September	959	September	294	September	2232
October	913	October	278	October	2270
November	1001	November	239	November	2418
December	855	December	219	December	2486
<b>Total:</b>	<b>11,158</b>	<b>Total:</b>	<b>2,780</b>	<b>Total:</b>	<b>26,999</b>



## Calls for Service by Agency

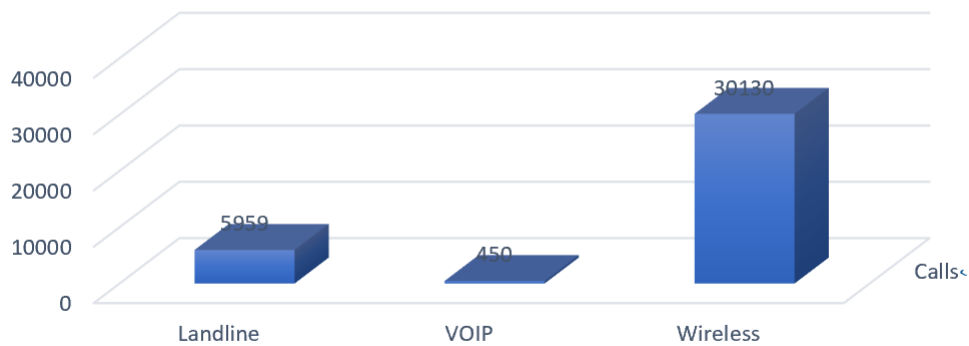
Agency	
Fairbanks Fire	6,573
North Pole Fire	1,345
North Star Fire	1,355
Steese Fire	748
Chena Goldstream	544
Ester Fire	214
Salcha Rescue	114
Cantwell	21
McKinley	20
Panguingue	3
Anderson	46
Tri-Valley	78
UAF Fire	1,685
Delta Fire	111
Delta Rescue	388
Fairbanks Police	21,578
North Pole Police	3,843
Emergency Ops & Hazmat	7
ESP (CSP)	6,446
<b>TOTAL</b>	<b>45,119</b>



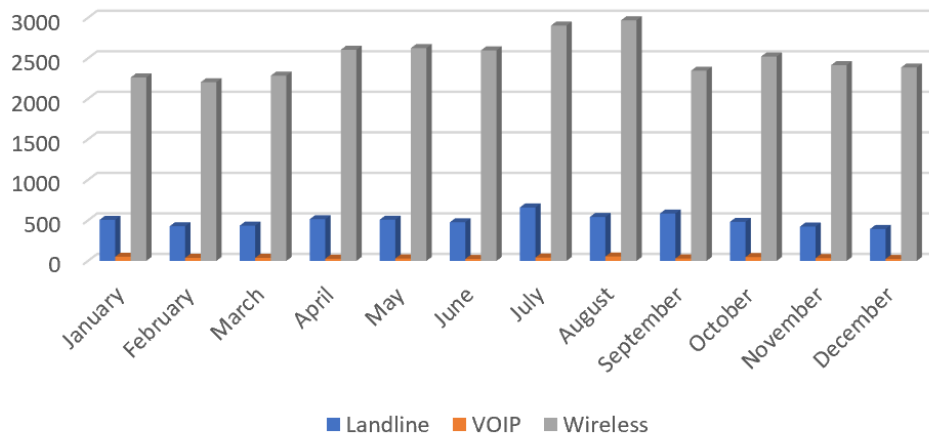
## 911 Call Type by Month of the Year

Month	Landline	VOIP	Wireless	Total
January	507	52	2264	2823
February	428	39	2205	2672
March	435	39	2286	2760
April	515	28	2606	3149
May	509	31	2626	3166
June	477	25	2598	3100
July	660	42	2904	3606
August	543	55	2969	3567
September	585	31	2347	2963
October	482	48	2522	3052
November	424	35	2416	2875
December	394	25	2387	2806
<b>Total</b>	<b>5959</b>	<b>450</b>	<b>30130</b>	<b>36539</b>

### Calls by Type



### 911 Calls by Month by Type



## 911 Calls by Call Answer Interval

	5	10	15	30	45	Longer
Answered	24633	3247	1012	1090	404	910
Abandoned	3311	343	145	255	165	370

Avg. Speed of Answer      00:08  
 Total calls Answered:      31,296  
 Total calls Abandoned:    4,589  
 Percent Answered          87.21%  
 Percent Abandoned        12.79%

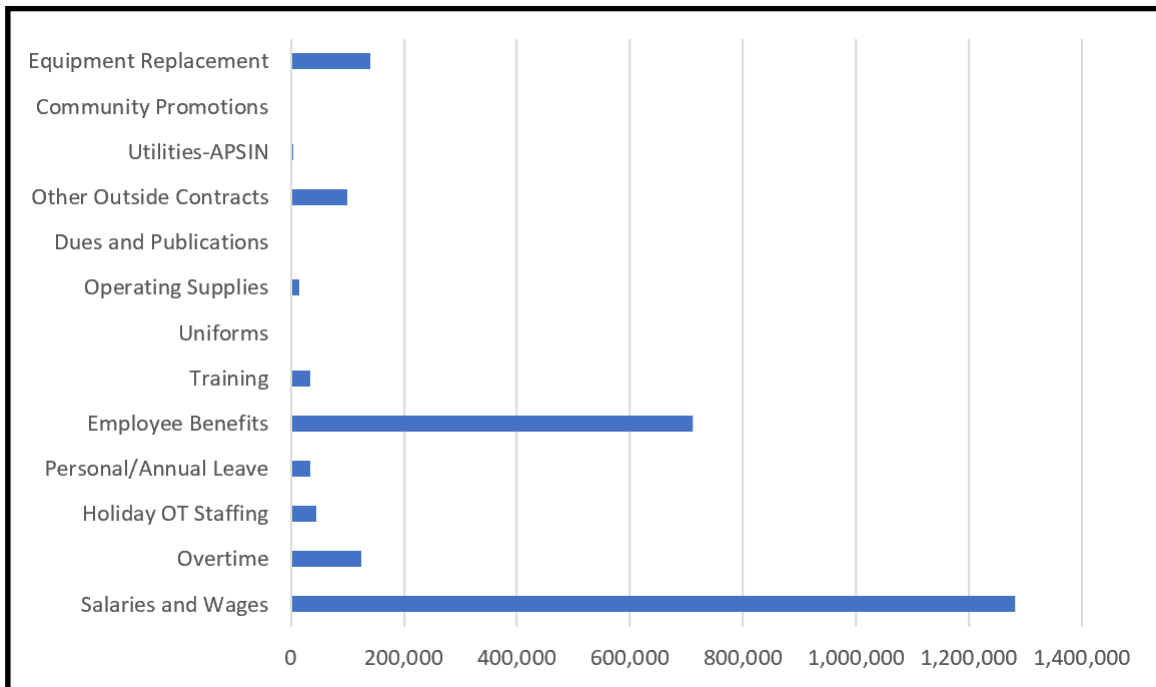
## Calls by Queue Type

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	760	6	640	120
FNSB 911	34730	8	30363	4367
FECC Admin	56108	10	56108	9
FECC Alarm Techs	1793	11	1793	
FECC CSP (ESP)	4876	10	4876	1
FECC Fire	2288	9	2288	
FECC Police	6409	4	6409	
FECC Supervisors	480	25	480	
<b>Total</b>	<b>107444</b>	<b>7</b>	<b>102957</b>	<b>4497</b>

## Approved 2020 Budget

Salaries and Wages	1,281,082
Overtime	125,000
Holiday OT Staffing	44,400
Personal/Annual Leave	35,000
Employee Benefits	711,790
Training	35,000
Uniforms	0
Operating Supplies	15,000
Dues and Publications	500
Other Outside Contracts	100,000
Utilities-APSIN	3,800
Community Promotions	500
Equipment Replacement	140,000



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. It's imperative 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 dispatchers 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 (with echo being the highest level). 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 in a written report. There are notes on how to improve the calls and what the dispatcher excelled at. If the call falls below a certain score there is written and verbal feedback. We post the overall department scores as we work toward becoming an accredited center, Accredited Center of Excellence (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	676	0	0	0	0
Compliant	199	0	0	111	133
Partial Compliance	77	0	42	77	27
Low Compliance	34	0	32	49	9
Non-Compliant	81	94	58	83	27
Totals	1067	94	132	320	196

### **EMD**

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	223	0	0	0	0
Compliant	66	0	0	41	42
Partial Compliance	16	0	10	12	8
Low Compliance	11	0	11	14	2
Non-Compliant	27	29	20	33	7
Totals	343	29	41	100	59

### **EFD**

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	203	0	0	0	0
Compliant	51	0	0	31	25
Partial Compliance	27	0	20	16	3
Low Compliance	10	0	10	11	4
Non-Compliant	18	20	18	13	6
Totals	309	20	48	71	38

## EPD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	250	0	0	0	0
Compliant	82	0	0	39	66
Partial Compliance	34	0	12	49	16
Low Compliance	13	0	11	24	3
Non-Compliant	36	45	20	37	14
Totals	415	45	43	149	99

## CPR

All dispatchers are trained in CPR at the Basic Life Support Provider level. One of our dispatchers has maintained her certification as an instructor. She also provides training to the Fairbanks Police Department and some City of Fairbanks employees. We hired another dispatcher who has CPR instructor certification that can assist with trainings throughout the city.

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 2021*

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 2020 Business Plan.
3. Hire Quality Assurance (QA) position to create a QA program for telephone calls and radio traffic.
4. Increase staffing from 3 to 4 people between the hours of 3 P.M. and 11 P.M. without an increase to overtime budget.
5. Maintain trained staffing levels at 90% of authorized FTE or higher to help defray employee burnout and reduce overtime costs.
6. Complete ongoing training for existing staff members in order to maintain certifications.
7. Work with local dispatch centers to maximize training opportunities for employees while minimizing the cost.

## *Projects for 2021*

1. Replace or upgrade current alarm monitoring program.
2. Complete plans for FECC backup center or mobile command center.
3. Establish policies and procedures for radio QA program and implement program.