

2014 Annual Report



Raleigh-Wake Emergency Communications Center



A Word from ECC Staff



Greetings:

It is our pleasure to bring forth the 2014 Raleigh-Wake Emergency Communications Annual Report.

The year brought about many changes and is but a precursor to the many changes ahead, including our move to a new facility and work towards a new computer aided dispatch (CAD) system in the coming years. The year also saw personnel changes with the retirement of two long-term employees, Deputy Director Walt Fuller who served almost 34 years with the ECC and Supervisor Jesse Creech who served 28. Also retiring in 2014, Director Barry Furey after almost 9 years of service. Shown in the picture at left is Barry receiving a retirement print from City Manager Ruffin Hall on December 1, 2014.

Last year we dispatched over 473,000 events, answered or originated more than 1.2 million telephone calls, and made 2,053,723 computer transactions. We continued to make an impact on the citizens and responders that we serve every day. Raleigh-Wake personnel were honored for 11 cardiac arrest saves by 9 different employees through the provision of CPR instructions over the phone. In addition, employees were responsible for providing instruction for 10 childbirths last year.

As noted above, the Critical Public Safety Facility will soon be a reality. Last year saw the groundbreaking for this important facility that will house our 911 operations in early 2016. Equipment will begin to be moved into the facility in the last quarter of 2015. This state-of-the-art facility will serve the City and our member agency partners for years to come.

If we can be of service in any way, please don't hesitate to let us know.

Respectfully submitted,

Kelly J. Palmer
Deputy Director, Operations

Catherine M. Clark
Deputy Director, Technology
& Staff Services

*The Raleigh-Wake
Emergency
Communications Center
remains proud that we are
among only a handful of
911 centers nationwide to
have the number of
accreditations and
certifications that we do.*



Raleigh-Wake
Emergency
Communications
Annual Report

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Our Mission Statement

The Raleigh-Wake Emergency Communications Center is the true first responder to all emergencies. Our mission is to act as a vital and critical link between our public safety agencies and the citizens they protect and serve. We strive to ensure the preservation of life and property by treating all who use our services with professionalism, courtesy, and compassion and by relaying accurate information in a timely and efficient manner.

Raleigh-Wake Emergency Communications Staff

Barry Furey, Director (Retired December 1, 2014)

*Kelly Palmer, ENP, Deputy Director Operations
Catherine Clark, Deputy Director Technology & Staff Services*

*Richard Batchelor, ENP, CALEA Accreditation Manager
Judy Capparelli, ENP, ECC Administrative Analyst*

*Craig Schulz, ENP, Systems Manager
Damion Blake • Curt Dietrick • Bill Eagen • Charles Gleason • Dan Krenzke • Bob Leap • Chris Miller
Russell Martin • Russell Rigouard, ENP • Kevin Whelan • Gary Whitt*

*Chris Walton, ENP, Quality Improvement Supervisor
Suni Wilkenschoff*

*Angie Schulz, ENP, Training Supervisor
Pam Brabham • Lashundra Young
Jenifer Brebnor • Michael Elliott • Kristopher Grissom • Margaret Pope • Jennifer Rogers
Terrica Walker • Ashley Warner*

*Scot Rademacher, ENP, A Crew Supervisor • Mike Suzik, A Crew Assistant Supervisor
Guanica Collazo • Jason Compton • Brian Duval • Kelly Ellis • John Franks • Danielle Gregg
Danika Harrison • Jennifer Hemilright • Sabrina Hu • Tieneisha Jones • Julie McDow • Teresa Miles
Luke Myers • Caitlin Plowfield • Stephen Ryan*

*Robert Miller, ENP, B Crew Supervisor • Marcus Wells, B Crew Assistant Supervisor
Lindsay Banning • Melissa Bisette • Roger Camarillo • Duana Dailey • Terry Duncan • Kristen Falco
David Gonzalez • Annie Griffin • John Hamel • Jeff Hanks • Jonathon Leal • LaTasha McGirt
Joel Mullen • Neal Slohn*

*Chris Mise, ENP, C Crew Supervisor • Kevin Anderson, C Crew Assistant Supervisor
Laura Alvarez • Dominic Chavis • Stephanie Daverio • Matthew Easley • Joshua Fuller • Robert Heckler
Jena-Marie Heroux • Tom Meehan • Rodney Melvins • Jay Morgan • Latisha Odom • Alyson Ohlhoff
Mark Ostrander • Jacqueline Robinson • Lorrie Tharrington-Herman*

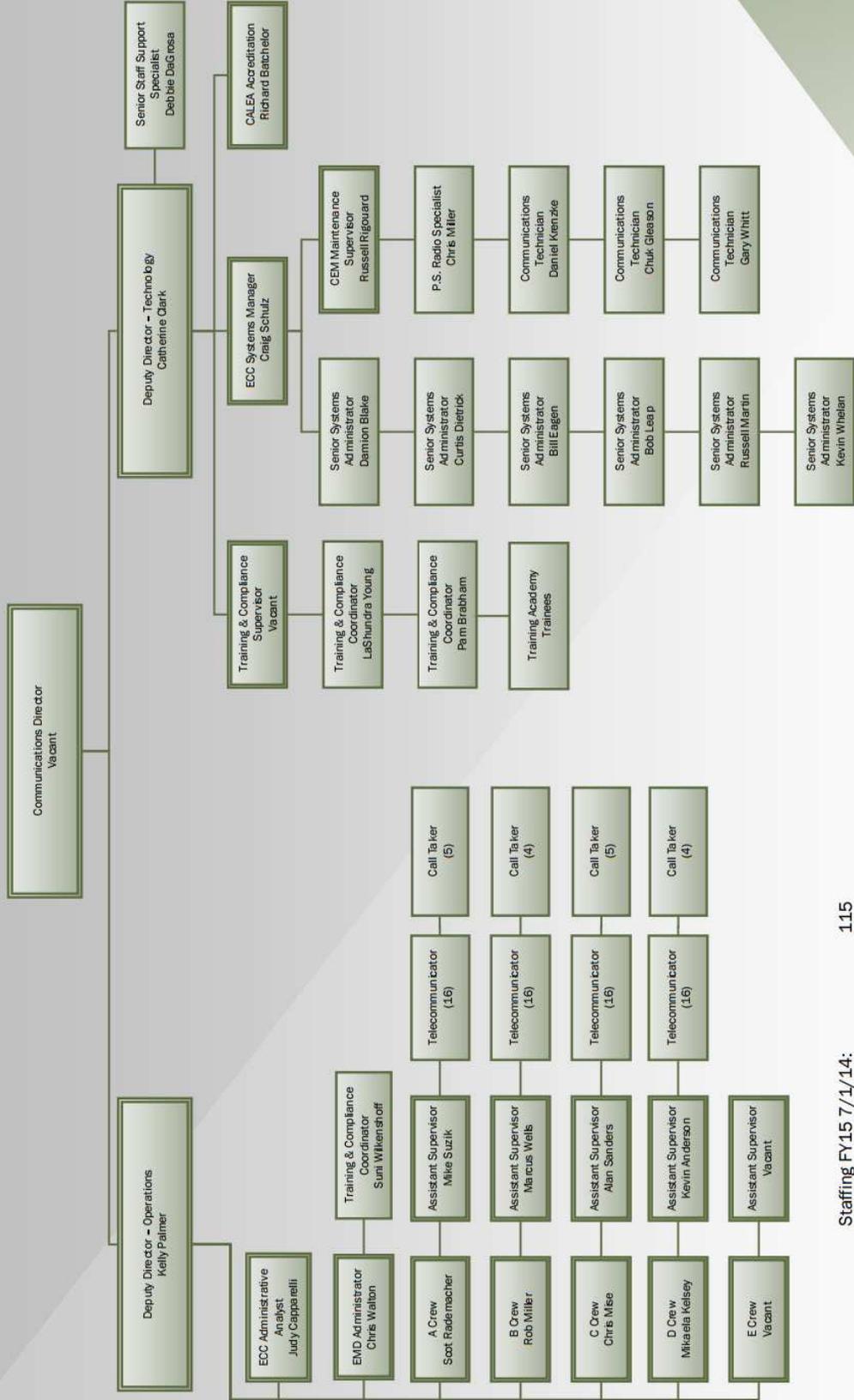
*Mikaela Kelsey, ENP, D Crew Supervisor, Alan Sanders, D Crew Assistant Supervisor
Stephanie Barnard • Renee Brentzel • Jennifer Butler • Joanna DaCosta • Joel Irvine • Kelly Junker
Emily Lloyd • David Martin • Theresa Melvin • Jeffrey Mitchell • Renita Packard • Robert Parish
Crystal Sotomayor • Lauren Spinell • Matthew Wardsworth • Heather Whitaker*

Debbie DaGrasso, Sr. Staff Support Specialist

**ENP signifies recognition as an Emergency Number Professional, a knowledge-based achievement awarded by the National Emergency Number Association.*

Raleigh-Wake Emergency Communications Center

Raleigh – Wake Emergency Communications Organization – FY15



Raleigh-Wake User Agencies



Apex EMS
 Bay Leaf Fire
 City-County Bureau of Identification
 Eastern Wake EMS
 Fairview Fire
 Fuquay-Varina Police
 Garner Police
 Holly Springs Fire
 Knightdale Fire
 Knightdale Public Works
 Morrisville Police
 North Carolina Forestry Service
 Raleigh Police
 Raleigh-Durham Int. Airport CFR
 Rolesville Fire
 Rolesville Public Works
 Swift Creek Fire
 Wake County Public Safety
 Wake Forest Police
 Wendell Police
 Western Wake Fire
 Zebulon Police

Apex Fire
 Cary EMS
 Durham Highway Fire
 Eastern Wake Fire
 Fuquay-Varina Fire
 Garner Fire
 Garner Public Works
 Hopkins Fire
 Knightdale Police
 Morrisville Fire
 Morrisville Public Works
 Raleigh Fire
 Raleigh Public Works
 Rescue Extrication Delivery Serv.
 Rolesville Police
 Stony Hill Fire
 Wake County EMS
 Wake Forest Fire
 Wendell Fire
 Wendell Public Works
 Zebulon Fire
 Zebulon Public Works



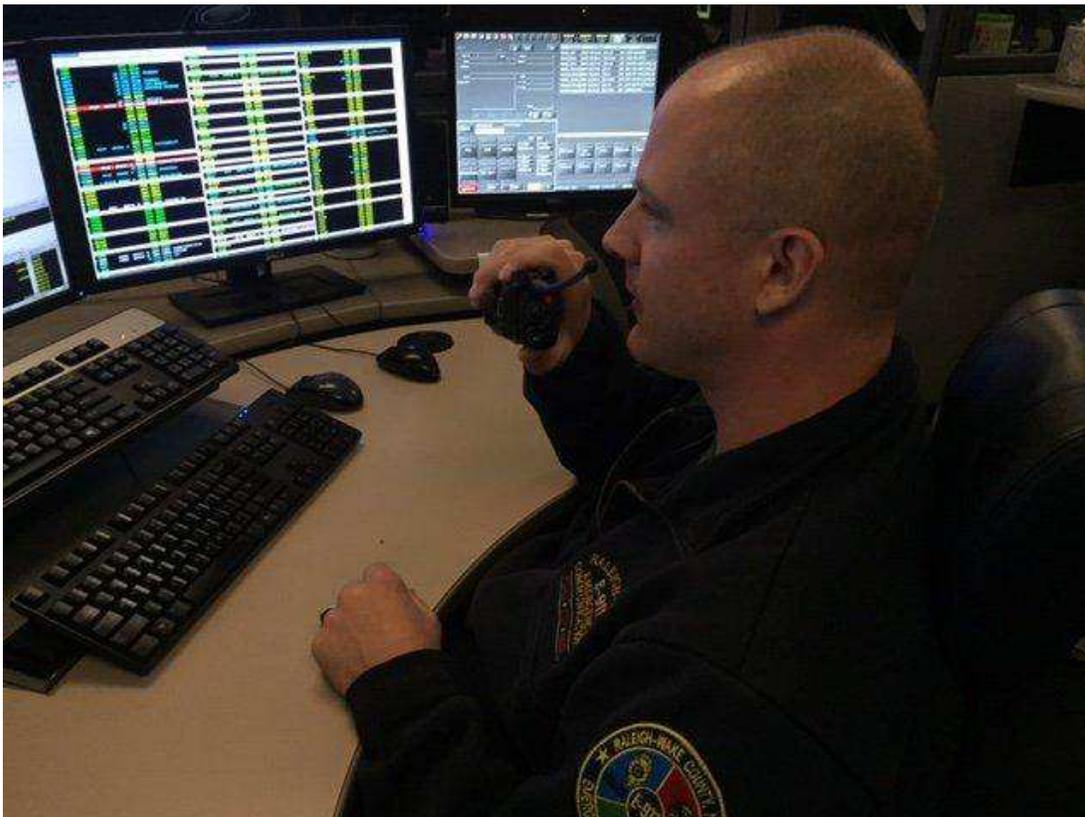
2014 Telephone Statistics



	911 Calls	911 Calls Daily Avg.	10-Digit Calls	10-Digit Calls Daily Avg.	Total Calls Answered	% answered within 10 seconds	% answered within 30 seconds	Language Line	Wireless
Jan	44,512	1,436	23,203	748	67,715	85.4	99.1	287	27,454
Feb	43,603	1,407	20,394	728	63,997	87.0	99.0	340	26,322
Mar	47,961	1,547	22,989	742	70,950	95.6	99.0	335	30,188
Apr	47,194	1,522	23,340	778	70,534	99.8	99.9	312	30,086
May	51,350	1,656	24,628	794	75,978	99.5	99.8	425	33,612
Jun	48,858	1,576	24,866	829	73,724	99.0	99.6	442	32,551
Jul	50,569	1,631	25,400	819	75,969	98.9	99.3	406	34,414
Aug	50,185	1,619	25,365	818	75,550	98.9	99.6	457	34,371
Sep	48,237	1,556	24,327	811	72,564	99.6	99.9	396	32,515
Oct	49,911	1,610	25,339	817	75,250	99.1	99.6	436	33,858
Nov	46,029	1,485	22,306	744	68,335	99.5	99.8	443	31,538
Dec	49,209	1,587	23,005	742	72,214	99.5	99.9	383	33,800
Total	577,618	1,583	285,162	781	862,780	96.8	99.5	4,662	380,709

2014 Dispatch Statistics

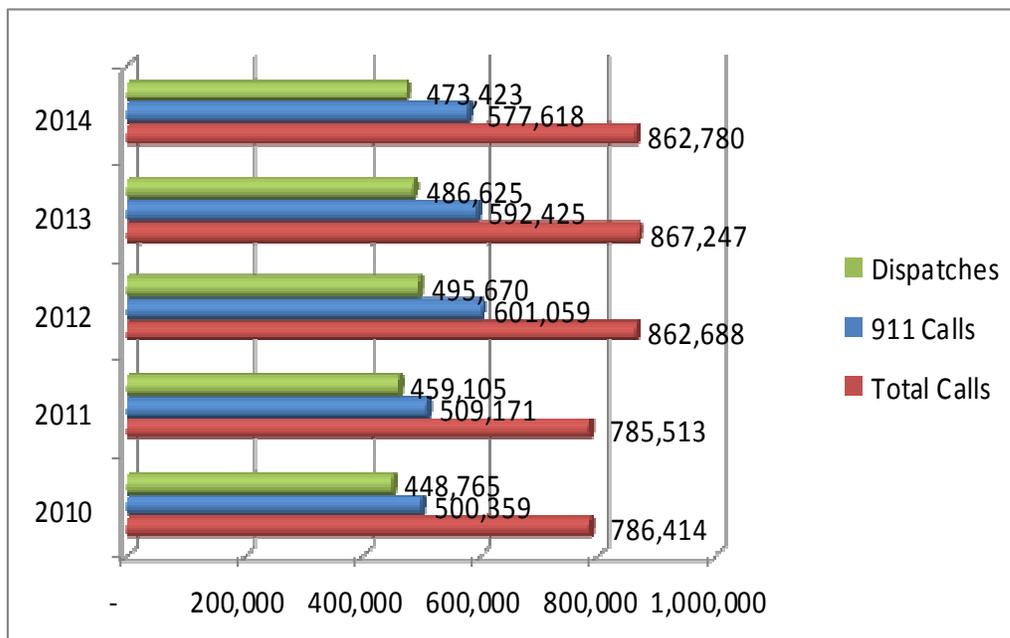
	Garner Police	Knightdale Police	Morrisville Police	Rolesville Police	Raleigh Police	Wendell Police	Zebulon Police	EMS	Raleigh Fire	Wake County Fire
Jan	1,368	604	644	147	22,692	392	380	7,337	3,325	2,484
Feb	1,245	570	599	155	20,286	280	366	6,606	2,653	2,063
Mar	1,368	647	665	151	23,299	325	402	7,378	3,033	2,386
Apr	1,350	658	636	193	23,211	304	433	7,401	3,005	2,328
May	1,530	710	691	188	24,783	334	506	7,669	3,136	2,422
Jun	1,470	636	686	173	23,490	279	498	7,337	3,021	2,339
Jul	1,438	663	769	204	24,303	289	466	7,349	3,136	2,272
Aug	1,437	732	679	182	23,950	287	440	7,730	3,171	2,337
Sep	1,357	630	607	204	23,339	329	469	7,500	2,997	2,208
Oct	1,464	765	745	250	24,056	307	500	7,799	2,126	2,345
Nov	1,344	693	612	182	21,727	286	404	7,213	2,849	2,152
Dec	1,288	659	618	231	21,903	283	456	7,974	3,044	2,407
Total	16,659	7,967	7,951	2,260	277,039	3,695	5,320	89,293	35,496	27,743



Statistical Comparisons

Category	2013	2014
Public Safety Dispatch	486,625	473,423
EMS Dispatch	85,210	89,293
Fire Dispatch	64,602	63,239
Law Enforcement Dispatch	336,813	320,891
Law Enforcement Transfers	n/a	29,074
Total 911 Calls	592,425	577,618
Total 10 Digit Calls	274,822	285,162
Outbound Calls	352,707	324,156
Abandoned Calls	83,412	75,535
Calls Answered within 10 Seconds*	84.7%	96.8%

*The implementation of ACD drastically increased our answering efficiency. Answering efficiency is one measurement that will be used in the future to determine funding eligibility from the State 911 Fund.



Customer Feedback

A review of the 2014 data shows the downward trend continuing in 2014 with the total number of feedbacks decreasing from 50 in 2013 to 41 in 2014. This trend can be seen in data dating back to 2011 where there was a high number of feedbacks received (83).

In 2014, complaints from providers were the vast majority we received. Thirteen of the eighteen complaints were from providers. In 2014 citizens submitted only five total for the entire year.

The Center saw dispatch errors as the single most complained on issue in 2014. Of note in 2014 the Center went live with Automatic Call Distribution (ACD) and this will be further evaluated for potential issues in regards to dispatch errors.

Additional operational staffing increases are needed to ensure that employees are not tasked with more work than is possible to manage. A staffing study will be completed in 2015 which will reflect staffing changes to address workload issues.

41 Total Feedbacks received in 2014

23 Commendations
18 Complaints

Commendations

23 Total Commendations
07 from Citizens
16 from Service Agencies

Complaints

18 Total Complaints
05 from Citizens
13 from Service Agencies
12 Valid
06 Exonerated

The ECC administrative, QA and training staffs continue to use ongoing training and quality assurance meetings to help eliminate operational issues that may cause liability harm to the ECC.

Training Division

The Training Division of the Raleigh-Wake Emergency Communications Center strives to provide quality training to all its employees throughout the year. On average each employee is receiving 92 hours of continuing education each year. Continuing education is provided in the form of multimedia (online courses and journal article review), workshops and seminars, and administrative meetings.

Two mandatory workshops are provided for all operational employees each year.

For the spring session, cardiac emergencies were the focus. All operational employees were recertified in CPR. A guest speaker from Rex Hospital discussed with staff what happens from EMS to the emergency room to the catheter lab to a patient leaving the hospital and how quick response time plays a significant role in the survival rate of those patients.



During the fall session, learned about the Raleigh Police Intelligence Center (RIC Center). Lieutenant Richard Hoffman presented information about how the RIC Center helps in the fight of domestic and international terrorism.

During the last half of the day, the importance of having empathy towards our callers was addressed to the staff of the RWECC. Productive discussion about this issue followed the presentation. Customer service review was provided to all staff.



In-Service Training

Training Division (Continued)

Type of Training	Hours
Administrative Meetings	715
In-Service Training	1,800
Workshops and Seminars	594
Multimedia Instruction	2,577
Total Training Hours	5,686

Online Continuing Education:

Most training received by employees is through online resources. Employees took advantage of these offerings to increase their knowledge and skillset. The Training Division created many online educational opportunities such as Text to 9-1-1, Drug Recognition and Post Traumatic Stress Disorder (PTSD) to name just a few.

Additional online education was offered through third-party vendors to ensure the development of employees. Topics reviewed included Domestic Violence, Active Assailant, Suicide Intervention and Communication Center Liability. Multiple employees participated in these classes, many taking 2-3 classes at a time.



Community Involvement:

The 9-1-1 Center strives to be part of the community and provide public education to all interested. This year, the center participated in 13 events ranging from a kid-size fair to public safety fair for individuals with cognitive disabilities. Certain notable events:

Future Me Fair Marbles Museum – The 9-1-1 Center was invited to participate in a “kid-size” career fair. Marbles Kids Museum invited kids to test drive their futures at the first Future Me Fair on February 22nd. Visitors explored career possibilities with special guests from a variety of careers and experimented with interests and skills in the “Future Me Exploration Zone.”

City of Raleigh Camp Friendly - The Center coordinated and participated in a public safety program to familiarize those with cognitive disabilities with emergency services. The Raleigh Fire Department, Wake County EMS, and Raleigh Police also participated. We discussed how to call 9-1-1 and what is an emergency. They were allowed to view equipment and gear used in emergency services and see up close first responder apparatus. It was a popular event for staff and participants.

Continuing Education/
Community Involvement

Training Division (Continued)

Twelve applicants were selected for hire for the 46th academy in March 2014; eight graduated.

In July of 2014, the City of Raleigh began accepting online applications. Due to this implementation and the timing of the previous academy there was one full recruitment for this year.

A total of 389 applications were received for the 47th academy and 179 were selected for employment testing. Of those, 130 did not pass employment testing, did not schedule a test, did not show for testing or withdrew their application. Forty-nine applicants were successful in moving forward to the interview phase.

For this hiring session, a second interview was added to the recruitment process. Twenty-eight applicants were selected for further consideration for second interview and background investigation. Eight applicants were selected for hire. Six graduated in January 2015

Recruitment for the 48th academy kicked off in December. Those applicants will begin employment in March of 2015.



Recruitment

Information Technology

The Information Technology section is made up of three divisions: Information Technology (IT), Communications Electronics Maintenance Shop (CEMS) and Geographical Information Services (GIS). There have been multiple projects completed throughout the year in each of these divisions. Here are some of the highlighted projects and statistics.

Information Technology

Automatic Call Distribution (ACD) added; improved answering efficiency significantly.

Upgraded Universal Data Transfer (UDT) and moved to more current Server, also upgraded the Marvlis and Open Query software packages.

Motorola Premier CAD client and server upgraded to reduce known issues and add minor functionality.

First ever full failover to the Barwell Disaster Recovery site. All systems managed by RWECC were failed over and tested successfully, including a rapid move back to production.

Several infrastructure upgrades, to include domain migration to 2012, ESXi host refresh, replacement of VMWare backup software and numerous network upgrades.

Installed Intrado's Power Monitor real-time reporting tool, which allows ECC Supervisors to more effectively manage call taking.

Upgraded SQL Server version to 2012, allowing additional feature and growth potential in our critical environment.

Added the capability to record Viper radio resources, especially the hospital talkgroups.

Locution software upgraded to current version.

Implemented FTO software for console trainers to thoroughly document daily observations.

Information Technology (Continued)

Communications Electronics Maintenance Shop (CEMS)

Deployment of maintenance and inventory software, increased service level and tracking of CEMS technicians.

Increased frequency of preventative maintenance routines.

Began migration of Capital Area Transit (CAT) to the 800 Mhz radio system.

Handled reprogramming all Raleigh Police and Fire radios, another step closer to being ready for P25.

Upgraded antenna's and infrastructure at several radio tower sites.

CEMS: Quick statistical information

Programmed and issued 226 APX portable radios to Raleigh Fire

Completed 363 RADAR/LIDAR certifications for Raleigh Police

More than 300 radio swaps for Raleigh Police

Purchased 366 radios to begin replacement cycle for Raleigh Police

Handled 20 mobile installs for Solid Waste Services

Installed 66 mobile radios for Public Utilities

Completed 31 mobile radio installations for Inspections

Disposed over 30 lots of surplus equipment

Geographical Information Services

County Fire CAD configuration changes based on Fireview run.

Completed a standardization of all town alias lookups in CAD.

Standardized naming conventions on highways, especially US 64 Highway.

Added mile markers for NC 540 Highway.

Maintained Raleigh Fire contracted areas.

Ongoing oversight of road closures.

Completed the overhaul of the CAD hazard / premise file process.

GEO: Quick statistical information

129 ledgers to edit the Master Street Address Guide (MSAG)

288 plats viewed for geofile edits

97 new streets added in the City of Raleigh

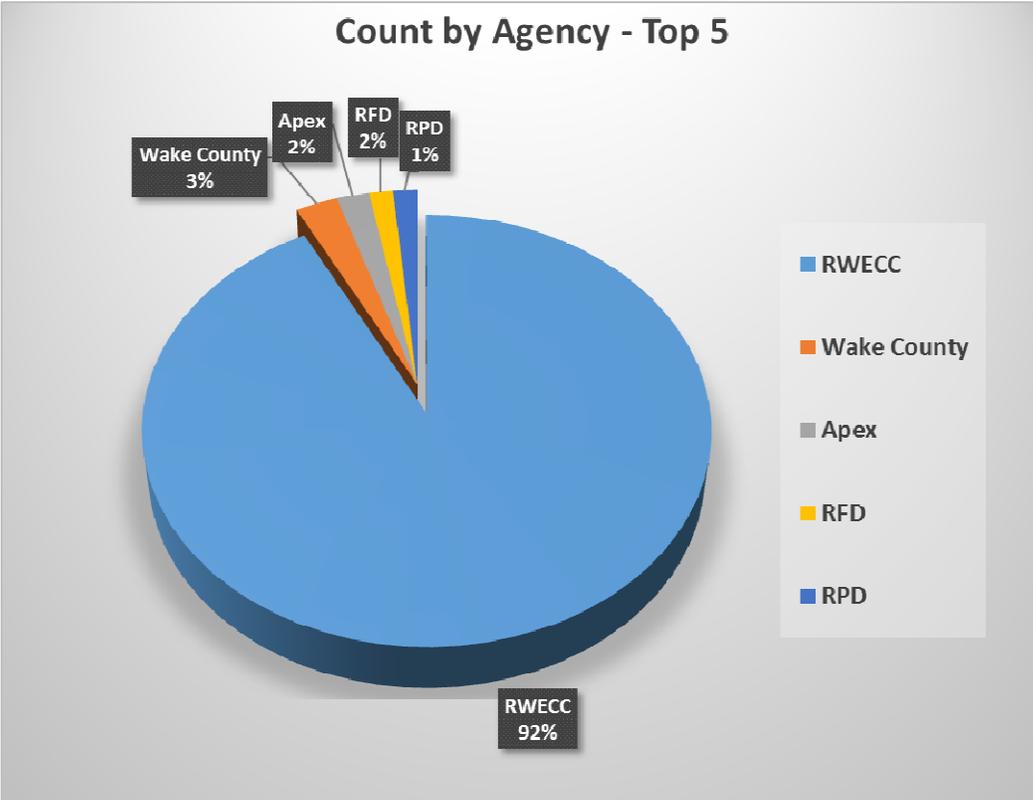
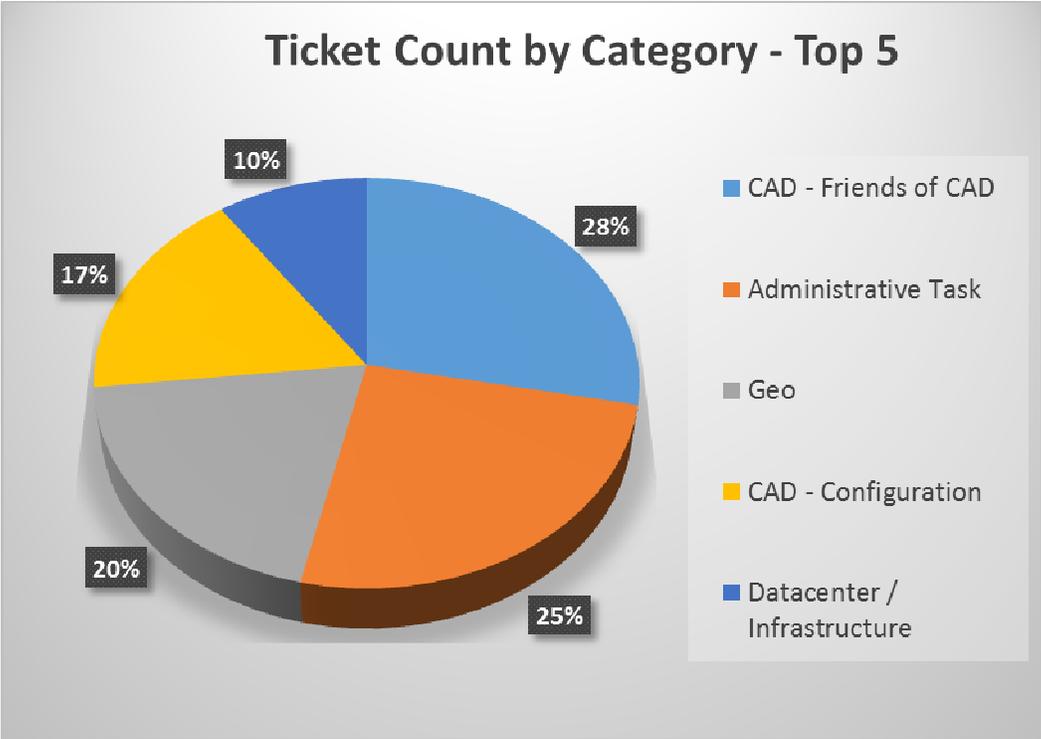
23 newly-annexed parcels within Raleigh's corporate limits

52 ANI/ALI inquiries

27 CAD refreshes and 6 CAD updates

252 CAD hazards entered

Information Technology (Continued)



Achievements

In April, Mayor Nancy McFarlane issued a proclamation for “National Telecommunicators Week” and recognized the ECC for its dedicated work to public safety.

Stephanie Barnard and Christopher Miller were named ECC Employees of the Year.

Terry (TJ) Duncan was name ECC Rookie of the Year.

Latisha Odom, Joanna DaCosta, Jeff Hanks and Renita Packard were named ECC Employees of the Quarter.

Richard Batchelor served as Regional Ambassador for NC APCO.

Judy Capparelli served as Secretary for NC APCO.

Kelly Palmer served as Treasurer for NC NENA.

Barry Furey retired from the ECC with 9 years of service with the ECC.



Walt Fuller retired from the ECC with 33 years of service.



Jesse Creech retired from the ECC with 28 years of service.

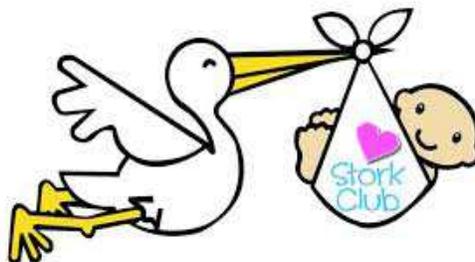
Achievements (Continued)

On March 19th, the Wake County EMS System held a ceremony at Meymandi Concert Hall celebrating survivors of cardiac arrest and the successes of the many partnerships across the county EMS system, including the 911 center. Nine ECC employees were recognized for their assistance in 11 cardiac arrest saves; with two employees having two saves each.



The ECC Employees receiving recognition are: Kevin Anderson, Heather Fletcher, Josh Fuller (2), David Gonzalez, Annie Griffin (2), Jennifer Hemilright, Jonathon Leal, Emily Lloyd, Jeff Mitchell and Stephen Ryan.

In addition to the 11 cardiac arrest saves, the ECC also assisted in the delivery of eight babies in 2014. Those employees were: Heather Fletcher, Annie Griffin (2), Sabrina Hu, Rob Miller, Jeff Mitchell, Neil Slohn and Heather Whitaker.



Critical Public Safety Facility

Currently in the building stage, the CPSF (Critical Public Safety Facility) will consist of a 95,000-square foot, four-story building housing the following:

- Raleigh-Wake Emergency Communications
- City of Raleigh Emergency Operations Center
- City of Raleigh Data Center
- City of Raleigh Traffic Control Center

The facility is being designed with a high degree of security and sustainability in mind, with numerous redundant systems that allow for uninterrupted operation during the most serious of emergencies. LEED Silver certification is being sought.



The building is currently on schedule with equipment planning to be moved in October 2015 and personnel to move in March of 2016.

We will have a larger, updated facility with plenty of room to grow. Currently our training facility operates out of our back-up center. This building will allow all divisions to be under one roof.

CPSF

Raleigh-Wake Emergency Communications



Agency: Raleigh-Wake Emergency Communications
Address: P.O. Box 590
Raleigh, NC 27602

Agency Head: Dominick Nutter (As of April 27, 2015)
Telephone: 919-996-3430
Fax: 919-831-6859

Agency Founded: January 28, 1972
Services: Emergency and non-emergency dispatching for the City of Raleigh and the majority of communities within Wake County; 911 PSAP (Public Safety Answering Point). Also provides technical services and communications support through the Communications Electronics Maintenance Shops (CEMS).

Agencies Served: 44
Population Served: 974,289
Employees: 116 total, all activities and positions
Budget: \$10,597,444
Funding Sources: City of Raleigh; member communities of WECO (Wake Emergency Communications Organization) on a per-call rated basis; North Carolina State 911 Fund

Incoming Calls: 862,780
Outgoing Calls: 324,156
Total PS Dispatches: 473,423
CAD Transactions: 2,052,723

Certifications: Accredited since 2007 by the Commission on Accreditation of Law Enforcement Agencies (CALEA). Accredited Center of Excellence (ACE) since 2007 by the National Academy of Emergency Medical Dispatch. APCO (Association of Public Safety Communications Officials) International Project 33 Certified Training Academy. Recognized the by National Center for Missing and Exploited Children.

Special Thanks to
Mike Legeros and Lee Wilson
for their photos for this and
other ECC publications.