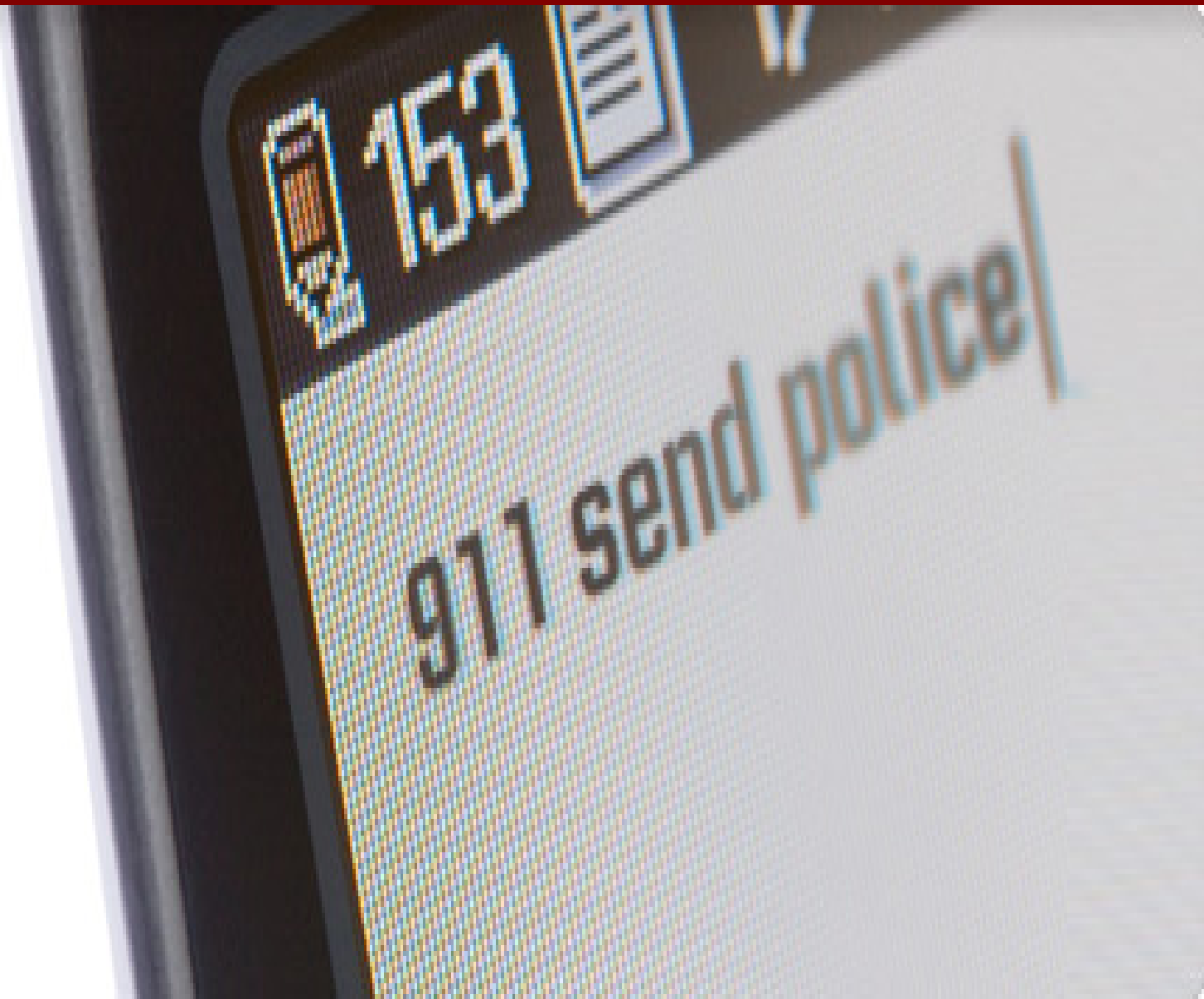


911

Dyersburg EOC

2016 Operations Report



2016 Annual Report

This report outlines the activities of the Emergency Operations Center. We would like to thank Mayor John Holden and the Board of Aldermen, as well as the Dyer County 911 Board. It is because of your continued support that we owe our success.

Mark Grant ENP/RPL

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Our Staff

ADMIN TEAM



Mark Grant
Director



Gloria Spence
Assistant Director

Recruits

Shania Lemons
Brandi Hinson
Alyssa Shelton

To be Employed Spring 2016

Lee Ann Halum
Haley Box
Angela McCuiston
Ashton McRae

Our employees are our greatest asset. They are the product we use to provide services to our community.

THE A-TEAM



Sherry Butler
Team Leader



Tiffany DeSpain

Vacant

Vacant

Not everyone can do the job of a 911 operator; more than 50% of potential applicants fail our pre-employment test.

THE HOT MICS



Julie Jadwin
Team Leader



Ragan Box

Vacant

Vacant

It takes a special person to be able to deal with the emotional and psychological trauma every day on the job.

THE MOON BEAMS



Jessica Arias
Team Leader








Nicole Rodriguez

Vacant

Vacant

Awards

(n.) an acknowledgement of excellence given to our outstanding employees

DATE	AWARD	NAME	DESCRIPTION
041516	LOC	Julie Jadwin	Recognized for outstanding performance in locating an address and vehicle registration for a theft call where this information was unavailable.
041315	LOC	Chuck Byrd	Recognized for outstanding performance while handling a 911 hang up that was a domestic violence in progress call.
041516		Sherry Butler	For sustained superior performance in 911 communications work by maintaining a yearly average QI of 95+ in Fire/EMS/PD QI
041516		Chuck Byrd	For sustained superior performance in 911 communications work by maintaining a yearly average QI of 95+ in Fire/EMS/PD QI
041516		Tiffany DeSpain	For sustained superior performance in 911 communications work by maintaining a yearly average QI of 95+ in Fire/EMS/PD QI
041516		Julie Jadwin	For sustained superior performance in 911 communications work by maintaining a yearly average QI of 95+ in Fire/EMS/PD QI
041516	LOC	Chuck Byrd	Recognized for outstanding performance while handling a 911 hang up that was a domestic violence in progress call.
041516	LOC	Chuck Byrd	Recognized for dispatching for another agency on his own time while their dispatchers were attending a funeral for one of their own.
041516	LOC	Bobbi Permenter	Recognized for her performance as Public Education Coordinator; organizing and working various events.
041516	Cornerstone	Cathy Cavness	Inducted into Cornerstone
062316		Tiffant DeSpain	Recognized for performance an open line 911 call which clearly contributed to saving human life.



Medal of Honor Highest award – given for any instance where the 911 operator clearly contributed to saving human life



Distinguished Service Award for service where professional performance was exceptional, or sustained superior performance over a long period of time



911 Merit For excellence in 911 communications work, including support activities and civic involvement

LOC

Letter of Commendation Recognition of outstanding performance

Next Gen 911 Live in Dyersburg



During the month of December, 2016, Dyersburg went live on the Tennessee Next Generation 911 Network.

Put simply, NG911 is an Internet Protocol (IP)-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to emergency responders.

During 2017, the State of Tennessee will enable the network to allow wireless subscribers to send text messages to 911. In the not to distant future, the network will also allow the wireless phone to send video and pictures as well.

Several years ago, the City of Dyersburg implemented mobile data technology, where computers were installed in all police and fire vehicles. They are connected to the 911 Centers computer aided dispatch system. The data project implementation allows our responders to see the pictures, videos, sent by the public, along with improving access to data. This improves response times, officer safety, and job efficiency.

Industry Standards Compliance

Dyersburg 911 participates in the following standards and accreditation programs which certify our agency as meeting and or exceeding national performance standards.



Quality Improvement

(v.) the act of evaluating and ensuring agency expectations

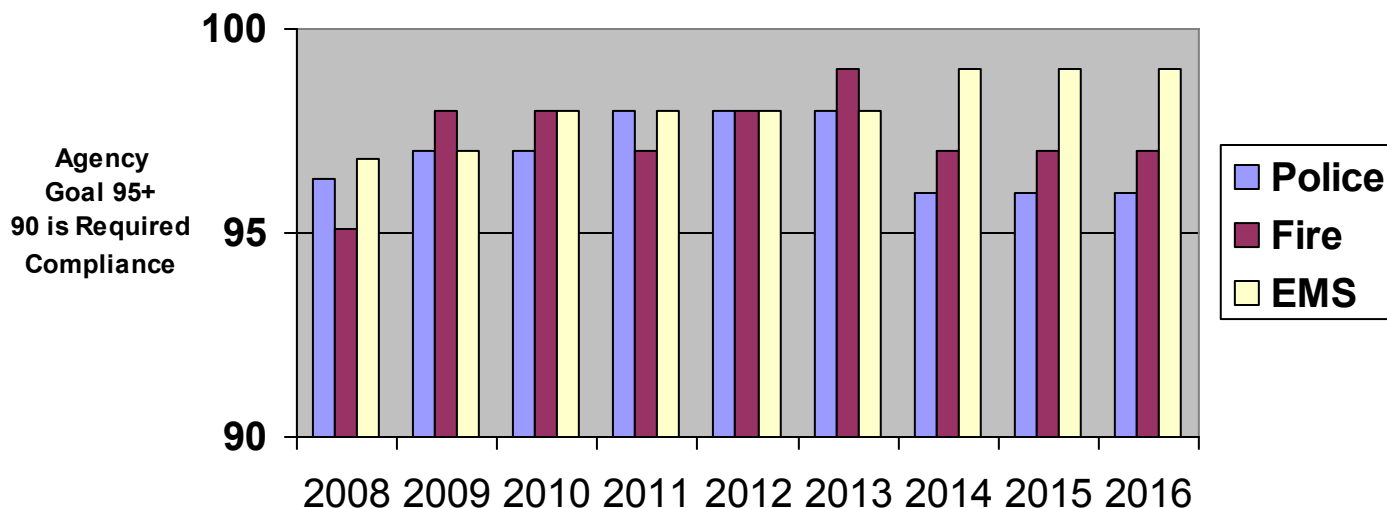
In no other place is high quality service more significant than in the 911 communications center. There is so much on the line; peoples lives, potential for liability, and our image. Operators must possess a unique combination of skills: communication, listening, problem solving, multi-tasking, a good attitude, and patience. So how do we make sure our operators meet the highest standards of quality service?

Quality Improvement.

Each month the agency evaluates and scores operators performance for 911 telephone call handling to ensure that the operator is meeting agency expectation. These calls are evaluated by certified call assessors.

The chart below represents the agency QI averages for emergency police, fire and emergency medical telephone calls. Our standard is that we maintain a minimum of 90% in each category.

QI AVERAGE



Employee Training

Training is crucial for organizational development and success. It is fruitful to both employers and employees of an organization. An employee will become more efficient and productive if he is trained well.

New employees: Tennessee State Law requires new 911 recruits to complete an approved 40 hour certification course, along with 2 weeks of supervised on the job training. Dyersburg 911 recruit training is far more demanding, as the recruit must complete an 830 hour program. The agency has 5 certified trainers who assist the recruits with building their knowledge, skills and abilities. All recruits must complete the training below and demonstrate the required skills and abilities before assignment as a 911 Dispatcher:

- 65 hours classroom
- 600 hours of on the job training with a certified trainer
- 54 hour APCO Basic Public Safety Telecommunicator course
- 32 hour APCO Basic Fire Communications course
- 16 hour NCIC/TCIC certification
- FEMA NIMS ICS700 and ICS 100
- 40 hour PowerPhone EMD/PD/FD Call Guide certification
- CPR Certification
- TTY and ADA Basics for 911
- 5 hour Missing, Abducted, and Sexually Exploited Children Course
- 8 hour PD and FD Ride Along

Recurring training: Tennessee State Law requires at least 10 hours of in-service every two years. Again our agency standard is far more demanding than State Law, as we require a *minimum* of 24 hours annually.



We partnered with Virtual Academy, a Savant Learning Center, which allows our trainers to upload in house training courses that our employees can complete on line.

Additionally, Virtual Academy has a catalog of courses that employees can complete on line in addition to our in-house training.

The implementation of Virtual Academy has provided greater flexibility for our employees and helps to reduce over-time cost due to required training.

Community Education

Our community education program works to enlighten the public on the use of 911 in many different ways. We host interactive workshops with children throughout the year with programs such as Cell Phone Sally education at all the City elementary schools, public education booth at the Dyer County Fair as well as numerous public safety service announcements through local media.



9-1-1 Hero Award



10 year old Ethan Jordan Receive Hero Award

On August 6th, at approximately 8:11AM, 2016, 10 year old Ethan Jordan discovered his mother laying unconscious in the floor of their home. Ethan immediately called 911. He remained calm and composed and was able to answer important questions that was needed to help with patient care. Ethan was able to get his younger sisters dressed, as well as getting his mother prepared for transport, before EMS arrived. Ethan's actions clearly contributed to the rescue of his mother.

Customer Satisfaction

(n.) to keep the public happy with the service they receive

Our goal is ZERO Complaints

Customer satisfaction is job 1 for our organization. One of the tools we use to ensure high performance is the tracking and analysis of all customer complaints.

All complaints are thoroughly investigated; allegations which are substantiated have corrective action taken. The complaints are then analyzed to identify patterns or trends.

Based on industry practices, the agency has established a complaint benchmark of .5% or less allegations vs work productivity.

The percentage is determined using the following formula:

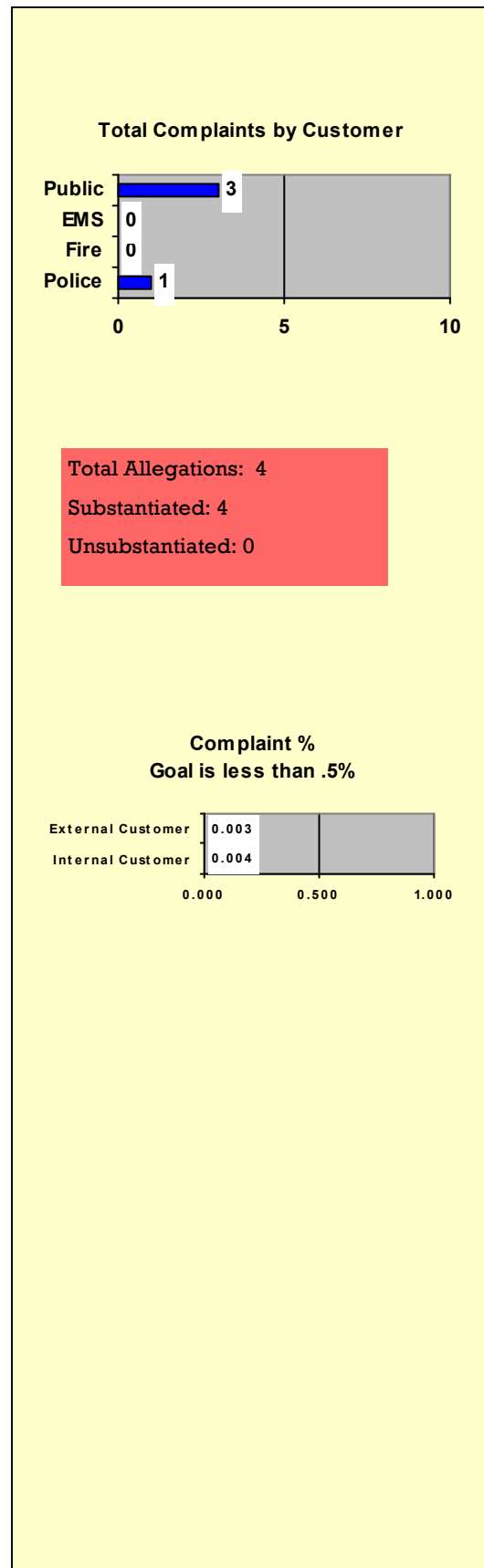
External Customer Complaint %

= substantiated allegations by public divided by inbound telephone calls

Internal Customer Complaint %

= substantiated public safety allegations divided by public safety CAD events

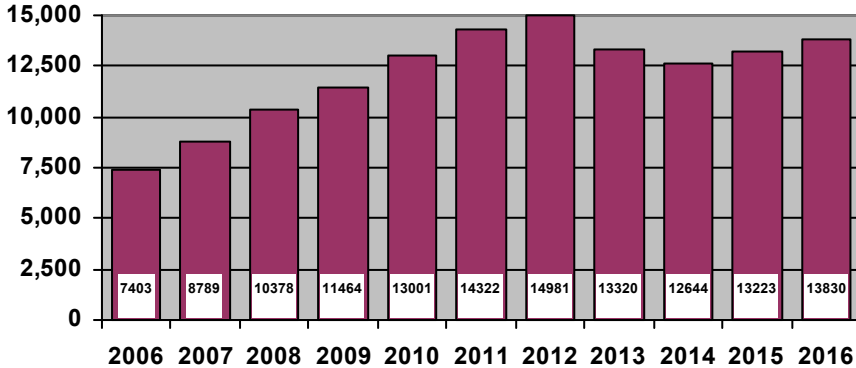
Note - there is a difference in a allegation vs a complaint. A single complaint may contain 3 allegations.



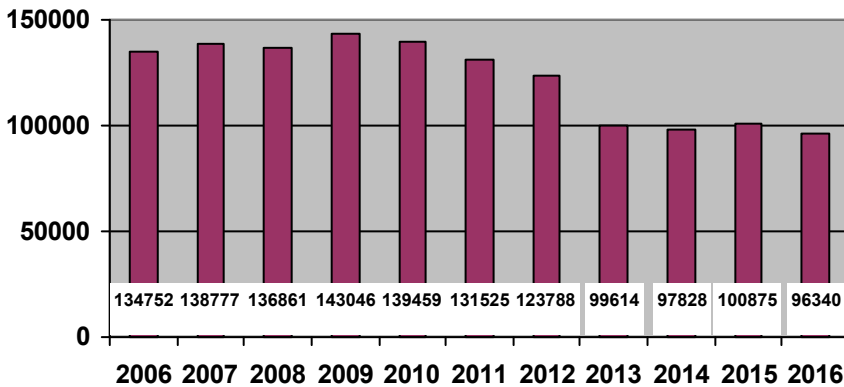
Performance Stats

(n.) the review and analysis of the calls handled

Total 911 Telephone Calls

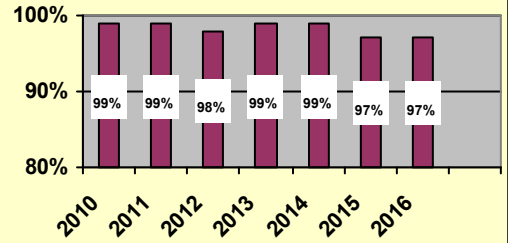


Total 311 Non Emergency Calls (in+out)

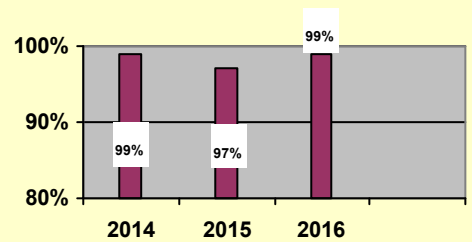


911 Call Answer Standards
 NFPA Standard answer 95% <15 seconds
 NFPA Standard answer 99% <40 seconds
 NENA Standard answer 90% <10 seconds during the busy hour

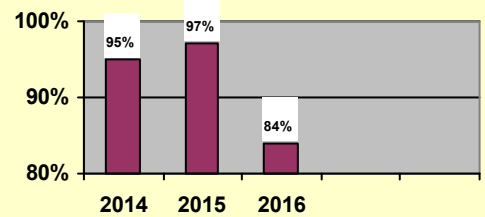
% of 911 answered in < 15 secs



% of 911 answered in < 40 secs

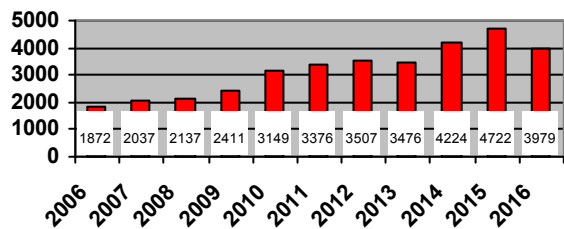


Busiest Hour 911 answered < 10sec

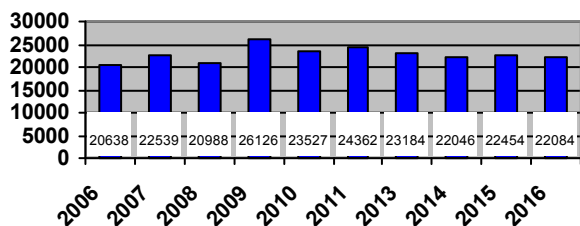


Performance Stats

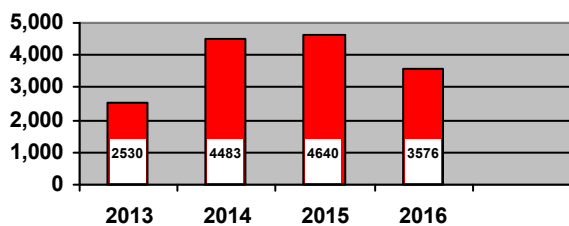
Dispatched DPD Fire



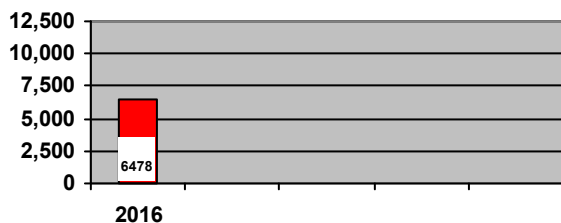
Dispatched DPD



Dispatched Patient Xfere for Regional EMS



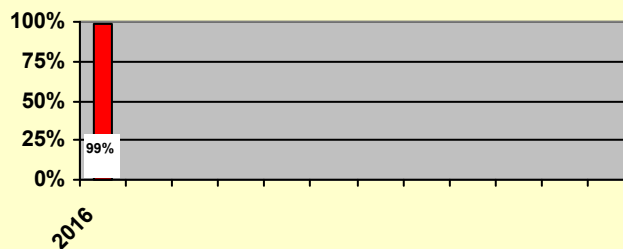
Dispatched Regional EMS



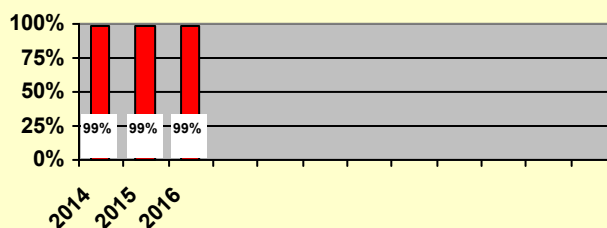
NFPA Dispatch Standard for Fire/EMS

High Priority Calls Dispatched:
 90% <64 seconds
 95% <106 seconds

% fire/ems dispatched less than 64 secs



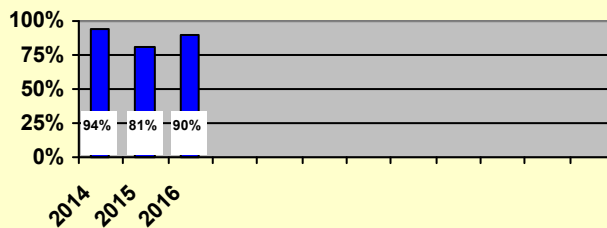
% fire/ems dispatched less than 106 secs



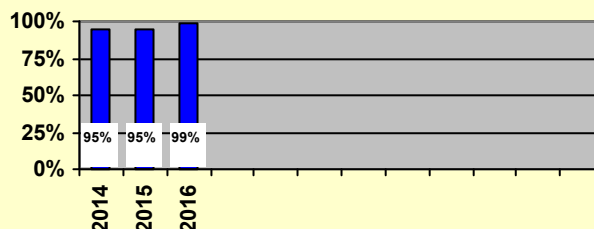
Goal for Police (local policy—no national standard)

High Priority Calls Dispatched:
 80% <60 seconds
 95% <106

% PD dispatched less than 60 secs



% PD dispatched less than 106 secs



Community Preparedness

The Emergency Operations Department has 2 separate functions; one is 911 communications, and the other is disaster preparedness. To help achieve our disaster preparedness goals, we adopted the “Ready Dyersburg” program in 2012. It is a multi year strategy designed to improve agency/community awareness, preparedness, as well as improving the City of Dyersburg response and recovery efforts. Below are the strategies that we accomplished in 2015.

- provided radio ads throughout the year promoting a specific theme for community preparedness/safety
- continued our use of social media as a tool to educate the community and disseminate important information

Future Projects

We are currently in the planning stages for:

1. Back-up 911 Center, to be funded by Dyer County 911.
2. Expansion of Dyersburg 911 building which will facilitate additional room and to ensure survivability of operations during a tornado strike.



Our Presence on the Web



Dyersburg Emergency Operations Department: www.dyersburgtn.gov/emergency

Dyersburg 911: www.dyersburgtn.gov/public_safety/



Dyersburg 311 Citizen Service Request Portal: <http://www.dyersburgtn.gov/nonemergency/>



City of Dyersburg on Facebook: www.facebook.com/dyersburgtn



Dyersburg Emergency Operations Education and PSA Channel: www.youtube.com/user/dyersburgemergops



Dyersburg 911

"being the difference in our community"