

County of Roanoke

# Communications and Information Technology

---

Emergency Communications Center

2014 Annual Report

# CommIT Memo/ECC

**DATE:** August 8, 2014  
**TO:** Susan Slough, Asst. Dir.  
**FROM:** Pat Shumate, Chief Communication Officer  
**SUBJECT:** Annual Report

Sir:

The following is an Annual Report of the activities of the ECC to meet requirements for accreditation standards. This document will include updates on the following standards:

1. 1.1.2 Risk Management Review
2. 1.2.5 Goals and Objectives
3. 1.2.6 Progress made towards Goals and Objectives
4. 1.4.11 Internal Investigations
5. 2.2.5 Liability Report Analysis
6. 2.6.3 Community Education Components
7. 3.5.3 Grievances

1.1.2 Risk Management Review: The ECC reported no incidents involving Risk Management.

1.2.5 Goals and Objectives: The Goals of the ECC are based on the time it takes to answer 911 phone calls and gather the information and relay the call to the appropriate "first responders".

The goals are to answer 80% of the 911 phone calls in 5 seconds or less, 97% in 10 seconds or less and 98% of all non-emergency calls in 15 seconds or less.

The ECC will also dispatch 91% of all Fire Calls in less than 2 minutes and 97% of the Fire calls in less than 3 minutes. 80% of the EMS Calls will be dispatched in less than 2 minutes and 97% in less than 3 minutes. 75% of the Priority One Police calls will be dispatched in less than 2 minutes and 95% in less than 3 minutes.

While there are no nationally recognized guidelines for the time to dispatch Police priority calls, there are for Fire and EMS. The nationally recognized goals for the dispatch time, from the time the phone is answered until the call is successfully dispatched, is ninety seconds and we have the capability to capture this statistic. I recommend for the future, a goal be added that the ECC dispatch all calls, Police as well and Fire and Rescue, in an average time of 90 seconds, or less.

The attached Goals and Objectives report illustrate the ECC has met or exceeded all goals were exceeded, very close to achieving this year. We are continuing to examine and re-evaluate these goals and we are working to meet our goals for next year, and as stated above, recommend a few changes in our goals and objectives for 2015.

1.2.6 Progress towards Goals and Objectives: An examination of the attached report for the first months of the 1<sup>st</sup> quarter of the current fiscal year indicate the ECC will meet our goals for 2015.

1.4.11 The ECC has not conducted an internal investigation this year.

2.2.5 Liability Reports: Liability Reports are broken down to five categories. The categories are:

- Information Failure – Incorrect information was incorrectly relayed within the ECC.
- Dispensing Information- Information was incorrectly passed to field units.
- Outside Scope- The ECC received incorrect information from a caller or field unit.
- Retransmit Error-ECC received incorrect information from a field unit and retransmitted it to another unit or citizen, or the information was received from a citizen and retransmitted out to field units.
- Other-ECC error that does not fall into the other categories.

The ECC has generated 58 Liability Reports during FY13\14. They break down as follows. Information Failures 21, Dispensing Information 8, Outside the Scope 6, Retransmit Error 6 and Other 7. No major incidents were reported and all were quickly found and corrected.

2.6.3 Community Education Components: The members of the ECC continue to develop and maintain an extensive educational outreach that consists of tours, speaking at public functions, 911 education at local schools and utilizing the internet. This year members of the ECC have spoken to civic groups, school groups and church groups to name a few on topics that include Internet Safety, History of 911, Next Generation 911 and being prepared to call 911. The ECC hosted tours of groups such as the Association of Public Communication Officials, Boy/Girl Scouts, Adult groups of different types and groups of school children of all age ranges. The ECC maintains a web page on Roanoke County Web Site with educational information concerning 911 and its proper use.

3.5.3 Grievances: One employee grievance was filed in the ECC this year. The process followed the outline grievance procedure, was reviewed by the County Administrator who upheld the original decision.

# ECC Memo

**DATE:** August 7, 2014  
**TO:** Susan Slough, Assistant Director  
**FROM:** Pat Shumate, Chief Communication Officer  
**SUBJECT:** Annual Review of Goals and Objectives

The progress towards meeting our annual goals and objective is shown below. Part of the review is to analyze the goals to ascertain their relevancy and make adjustments. My review reveals the goals remain realistic and reasonable. However, due to a change in the counting software, I recommend some changes for 2015.

GOALS			
Title	Objective	Achieved	Recommendations
Answer 911 Calls	80% in 5 Sec or Less	73.81%	Dept Average 5 Seconds, or less
Answer 911 Calls	97% in 10 Sec or Less	95.45%	Omit Stat
Answer Non-Emergency	99% in 15 Sec or Less	99.51%	Dept Average 15 Seconds, or less
Dispatch Priority 1	75% in 2 Min or Less	87.25%	
Dispatch Priority 1	95% in 3 Min or Less	95.69%	
Dispatch Fire	91% in 2 Min or Less	88.01%	
Dispatch Fire	97% in 3 Min or Less	95.40%	
Dispatch EMS	80% in 2 Min or Less	94.22%	
Dispatch EMS	97% in 3 Min or Less	98.52%	

OBJECTIVES			
Title	Objective	Achieved	Recommendation
Emergency 911 Calls	60,000	51,010	60,000
Non-Emergency Calls	150,000	137,700	150,000
Outgoing Calls	100,000	80,573	100,000

Cc: Accreditation Manager  
File,