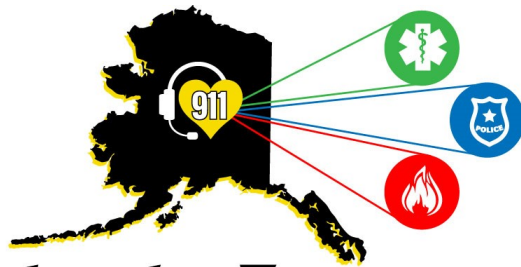


**2023 ANNUAL REPORT**

**FAIRBANKS  
EMERGENCY  
COMMUNICATIONS  
CENTER**

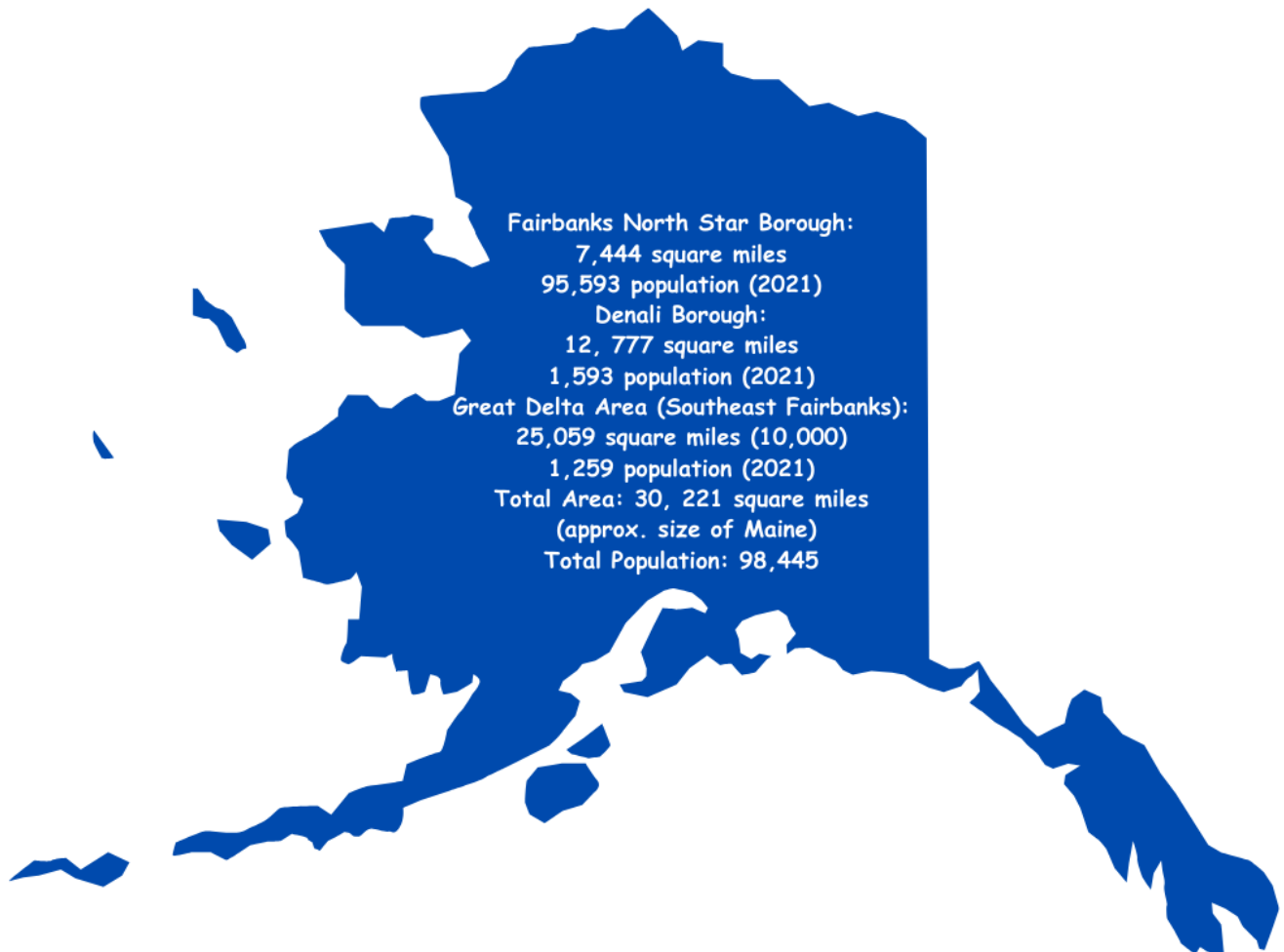
**Kristi Merideth,  
Dispatch Manager  
911 Cushman St.  
Fairbanks, AK 99701  
907-459-6800**



# 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>



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## Message from the Manager

In true fashion, a dispatcher must be able to respond to the situation that is presented to them. We do the same job every day, but nothing is ever the same day to day. While we answer a phones and radio traffic every day, we never know what is going to be said on the other end. In the dispatch center we must be able to assess the situation presented to us and quickly, acknowledge and act to assist the caller or responder.

In 2023 we became an example for many agencies on how to have remote dispatch positions. Agencies around the state, in the lower 48, and even Canada were inquiring how we accomplished this. Our remote dispatchers can assist with radio traffic, train, and support the dispatchers in the room. Dispatching in the room is very much a teamwork environment. The remote dispatchers can assist call takers. The remote dispatcher can do research easier than anyone in the room because they are not processing a 911 call themselves. The remote dispatcher can make routine calls for administrative reasons, such as tow trucks, notifying FMH of incoming responders needs, notifying other dispatch agencies, and requesting paperwork from other agencies. The remote dispatchers can process incoming court paperwork, and other administrative needs. The remote dispatchers have more institutional knowledge than some employees that are in the center, and this knowledge is very helpful in guiding the newer employees of the center.

In April of 2023, the Fairbanks North Star Borough (FNSB) went under contract with a new phone vendor, Solacom Guardian. This can be challenging to undergo a new software program in a live environment. Dispatchers had 4 hours of instruction in the training system. As many may not realize, we are in a field of service that cannot shut down, we have to implement changes in a live environment which can lead to some chaos. We were operating two different phone systems at the same time; we have personnel physically pulling computers and cords at your desk to hook up the new system and remove the old system. We have to continue to provide a high level of service, while working with multiple computer systems, and phones not working as planned. Dispatchers need to be flexible and have great communications skills to adapt to the situation at hand.

During this calendar year, Matcom and FECC have worked well together to support each other in times of need. The agencies have talked many times about having an agreement to assist each other but after 2023, we know more now than ever we need to have another agency that can support us in an emergency. As we go into 2024, we are going to have a more formal plan with each other. FECC will continue to cooperate with other agencies as well as we all know everything is unpredictable.

In 2023, we employed more Call Takers than we have ever had at FECC. Call Takers are

## **Message from the Manager cont.**

instrumental in assisting Dispatchers. When the Call Taker is processing a call for service, it allows the Dispatcher to focus on the responders and not always having to balance the caller and the responder at the same time. For this year, the Call Takers were in part time status. They were not looking for a full-time position while attending school. While full-time would be beneficial to the center, the part-time positions assisted until someone applies for the full-time positions. This year's budget did not require me to count part-time employees to take the place of a full-time position. This was instrumental as we could accept the assistance without taking away our ability to hire someone full-time. This was also useful for employees that decided in training that dispatching was not for them. They could move to the Call Taking position and we did not lose a good employee that had already had some training.

Training new employees can be a challenge in a live environment, but also impossible to cover every situation that they will be presented to them. While an employee is training, we try to ensure that that they will be able to handle those low frequency high intensity calls, such as CPR, a structure fire, and police pursuits. There are situations that will come up that we cannot plan for, such as a multi-vehicle car collision that now has changed to a vehicle fire with occupants. As a trainer we can talk about these situations, but until you have the live situation the emotions of callers, the multi-agency responders' needs it is difficult to grasp what the situation would really be like. Priority Dispatch has now met that need for that kind of training. We have purchased the AI SkillLAB simulator from Priority Dispatch. These are practice scenarios that we can assign to our agency for any type of call. We can focus on those high intensity types of calls that don't happen often, so the first time you perform CPR it is not with a real victim. The calls can be programmed to have adult or children callers, a very straight forward call, or one that makes you really think how to handle the scenario correctly. The program gives feedback to the employee and trainer if the employee is a trainee. We can all see where we need to improve. As an agency, we may see that we are having trouble with post-dispatch instructions through our Quality Assurance Program, and we can assign those type of cases for extra training.

As the year ends, we are ready to take on the challenges of the next year, and continue to build one of the best 911 centers for our responders and the public.

*Kristi Merideth*  
Dispatch Manager

## Our Mission

It is our mission of the Fairbanks Emergency Communications Center to provide professional 911 services to the Interior of Alaska. This mission is accomplished by a well-trained staff of Dispatchers and Call Takers 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.

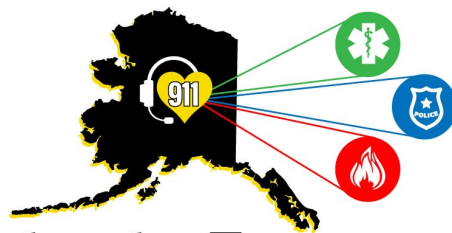
**Service:** We will do everything we can to serve the public well and with compassion.

**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.



**Fairbanks Emergency**  
**COMMUNICATIONS CENTER**

## **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, Denali Borough, and Nenana. Performing 9-1-1 call processing using fire, medical, and police protocols, and providing pre-arrival instructions (example: CPR instructions to callers).
- After hour administrative lines for FPD, NPPD, and FNSB Hazmat.
- Provide emergency dispatching service for 2 law enforcement agencies, 17 Fire / EMS agencies, FNSB Emergency Operations & Haz Mat Team, Emergency Service Patrol, and Mobile Crisis Team.
- Process and assemble completed arrest report documentation for Fairbanks Police for the City.
- 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 department's Front Desk area, screening all walk in traffic to the police 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 incoming court paperwork, mail, and distribution of incoming mail and packages.
- Complete data entry of all no suspect police reports and scan supporting documents to police report case.
- Process traffic citations for FPD.

# Administrative Staff and Leadership

## Administration



Kristi Merideth,  
Dispatch Manager

Jake Merritt  
Administrative  
Assistant

## Shift Supervisors



Angela Modrell,  
Shift Supervisor



Sara Sandbo  
Shift Supervisor



Kaleigh Sparks  
Shift Supervisor  
(Acting)



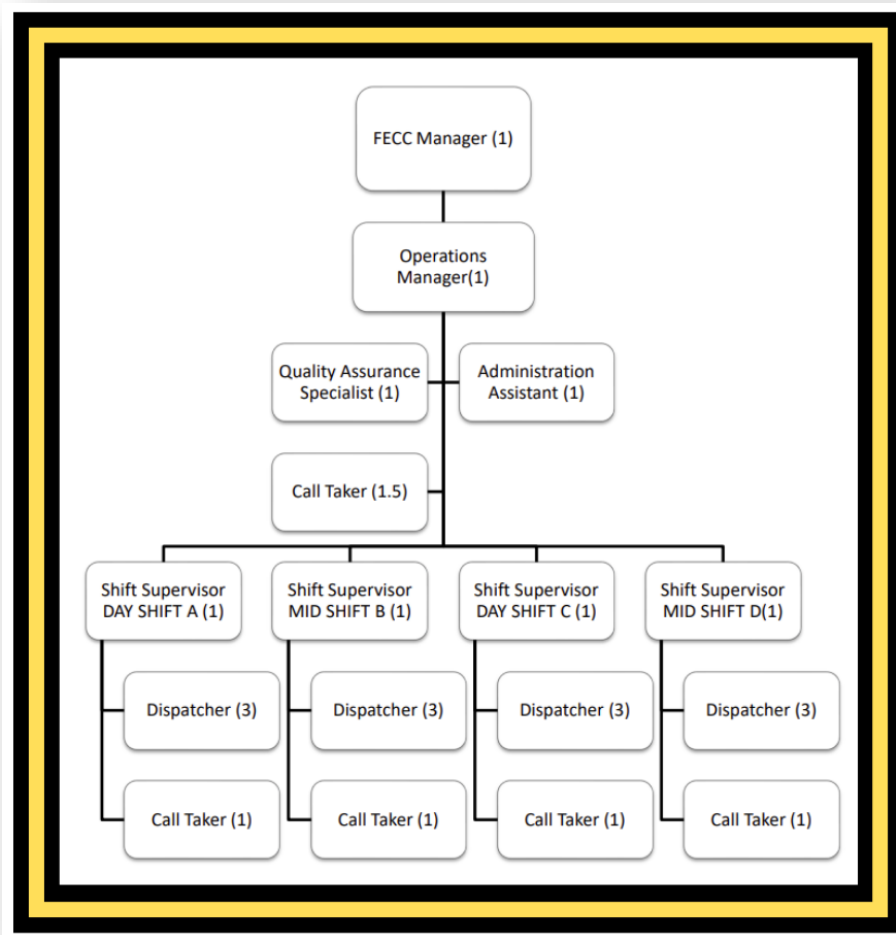
Jess Camacho  
Shift Supervisor  
(Acting)



Jessie Lenahan  
Shift Supervisor  
(Acting)



Brenda Geier  
Shift Supervisor  
(Acting)





## Dispatchers

Jennifer Klink  
Jessi Martellaro  
Hannah Brant  
Jessica Merrion

## Call Takers

Gracie Davis  
Katelynn Greenwood  
Jessica Udarbe

## Employment Activity

Retirements:

Promotions:

Completed Communications Training:

Gracie Davis	2/20/2023
Jessi Martellaro	7/7/2023
Rene Cornelius	10/13/2023
Jennifer Klink	11/15/2023
Katelynn Greenwood	7/1/2023

New Employees:

Gracie Davis	1/29/2023
Rene Cornelius	4/5/2023
Hannah Brant	5/5/2023
Jessica Merrion	6/1/2023
Kamra Templin	7/3/2023
Emily Goffredo	8/3/2023

Resignations:

David Hammett	1/31/2023
Davan Doran	3/31/2023
Megan Hamlin	5/31/2023
Angela Modrell	11/1/2023

## Dispatch Awards and Recognition

In fall of 2023, we were able to send three acting supervisors to Fitch & Associates Communications Center Manager (CCM) Program. The training is over the course of four months. There is online training and two, one week sessions that are in person.

There are online group discussions, assigned course work, case studies to learn, with discussions on many topics to include Human Resources, Finance and budgeting, Customer and media relations, Managing technology, Operations, and much more. Participants have to work in group and on individual projects. This can also be challenging to take this course while working full time within their normal job duties.

The group learns their own leadership style, how that effects others they work with and how to adjust it if they need to. It teaches you to see the organization needs of those above you and below you in the department.

While online in group discussions, there is a network of peers that they are able to create professional relationships with a very diverse group of people from larger and smaller centers, urban and rural areas.

Over the years, FECC has sent approximately 10 employees to this training, including this year Kaleigh Sparks, Jessica Camacho, and Brenda Geier.



## **Years of Service in 2023**

The Dispatch Manager reached 20 years of service with the dispatch center. Ending the year with 2 employees with over 20 years of experience, 2 with over 15 years experience, 6 with less than 5 years experience.

## **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 usually Dispatchers, Administrative staff, and a Human Resource representative.

The highest scoring applicants are 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 2023:

- 70 applications were submitted for the dispatch position
- 41 took the Select Advantage exam
- 0 took the CritiCall exam (laterals from out of state were not required to test)
- 11 conditional job offers were made
- 11 sent to background
- 5 were hired by FECC

FECC accepts applications continually for the Dispatch and Call Taker 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, Call Taker, Main, Fire, and Crimes for a Dispatcher. Call Takers complete the Academy and Call Taker phase.

Academy is approximately 6 weeks in a classroom setting learning our computer aided dispatch (CAD) 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.

Call Taker is focusing on answering the phones, 911 and non-emergency. The Recruit Dispatcher is able to utilize the skills they were taught in 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 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 Crimes Dispatcher also runs all radio traffic to check drivers license status and warrant checks. The Crimes Dispatcher also processes all court and arrest paperwork. 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.

At the start of the year there were a total of 5 dispatchers who were certified to be trainers. At year end we had a total of 5 certified trainers. Two of the trainers are also Quality Assurance certified.

## **Participating Entities**

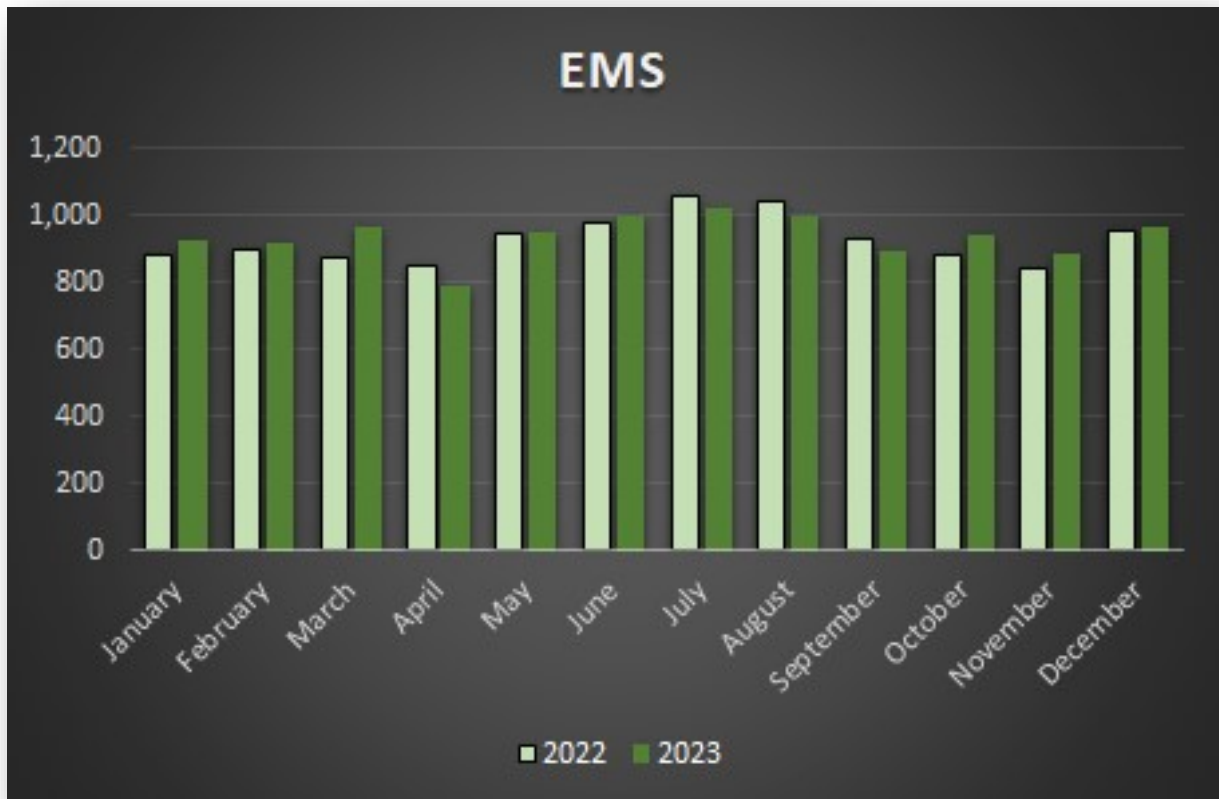
City of Fairbanks  
City of North Pole  
Fairbanks North Star Borough  
City of Delta  
Denali Borough/DESA  
Nenana

## **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 Medical Transport
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
Nenana Volunteer Fire & EMS	Mobile Crisis Team

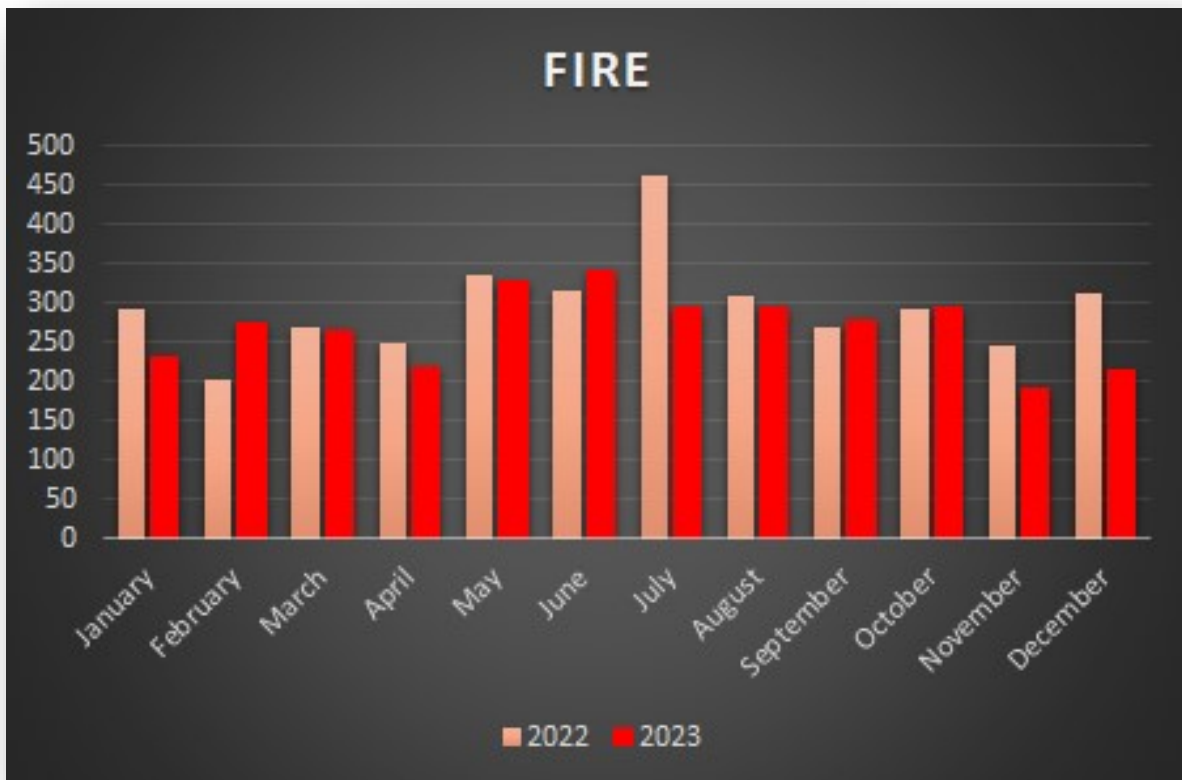
## Calls for Service by Month

EMS	2022	2023	DIFFERENCE
JANUARY	881	927	46
FEBRUARY	897	915	18
MARCH	874	963	89
APRIL	854	787	-67
MAY	944	952	8
JUNE	981	997	16
JULY	1,061	1027	-34
AUGUST	1,042	996	-46
SEPTEMBER	933	898	-35
OCTOBER	883	943	60
NOVEMBER	844	888	44
DECEMBER	958	964	6
TOTAL	11,152	11,257	105



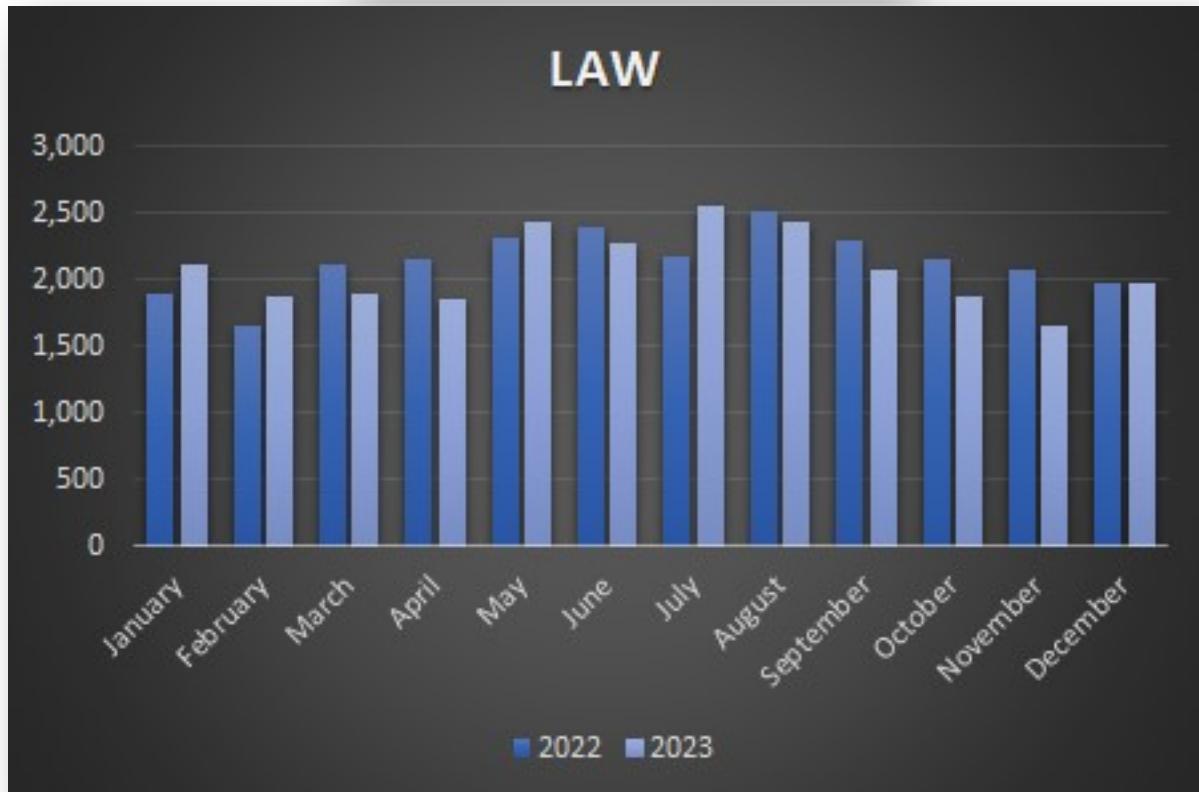
## Calls for Service by Month

FIRE	2022	2023	DIFFERENCE
JANUARY	293	231	-62
FEBRUARY	201	273	72
MARCH	267	262	-5
APRIL	249	216	-33
MAY	334	328	-6
JUNE	315	339	24
JULY	460	292	-168
AUGUST	307	293	-14
SEPTEMBER	268	277	9
OCTOBER	292	292	0
NOVEMBER	245	190	-55
DECEMBER	312	215	-97
<b>TOTAL:</b>	<b>3,543</b>	<b>3,208</b>	<b>-335</b>



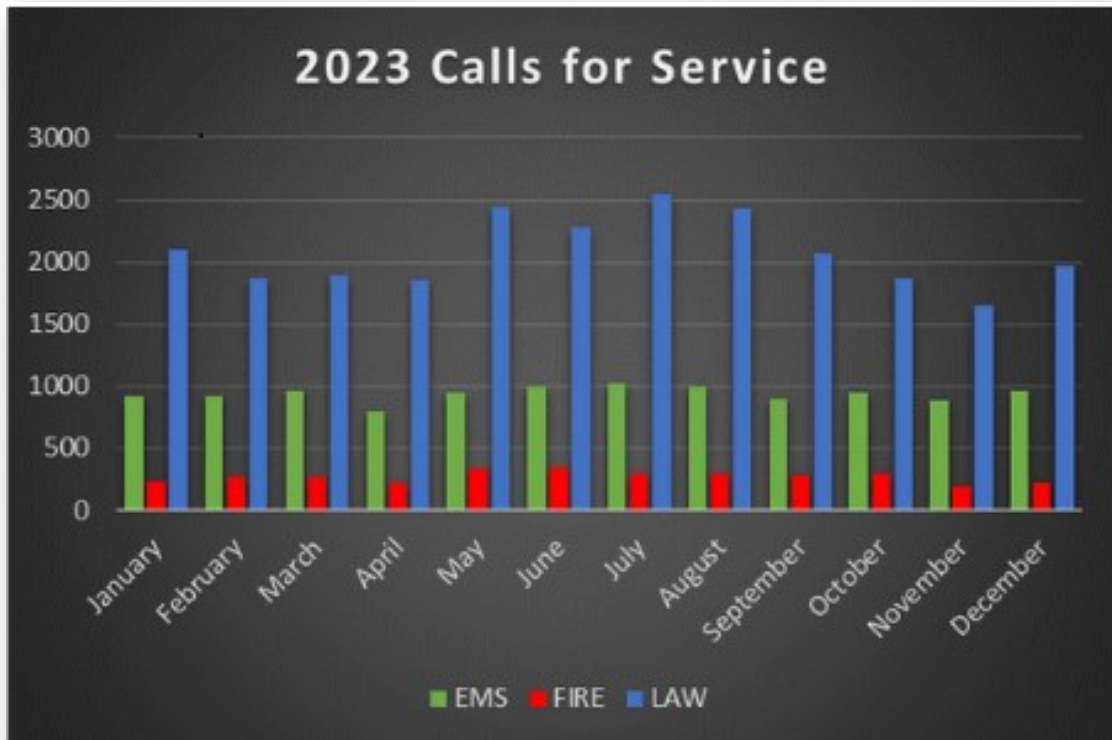
## Calls for Service by Month

LAW	2022	2023	DIFFERENCE
JANUARY	1,894	2100	206
FEBRUARY	1,643	1867	224
MARCH	2,103	1895	-208
APRIL	2,150	1859	-291
MAY	2,302	2439	137
JUNE	2,382	2273	-109
JULY	2,165	2543	378
AUGUST	2512	2432	-80
SEPTEMBER	2,282	2066	-216
OCTOBER	2,157	1864	-293
NOVEMBER	2,071	1654	-417
DECEMBER	1,975	1964	-11
TOTAL:	25,556	24,956	-680





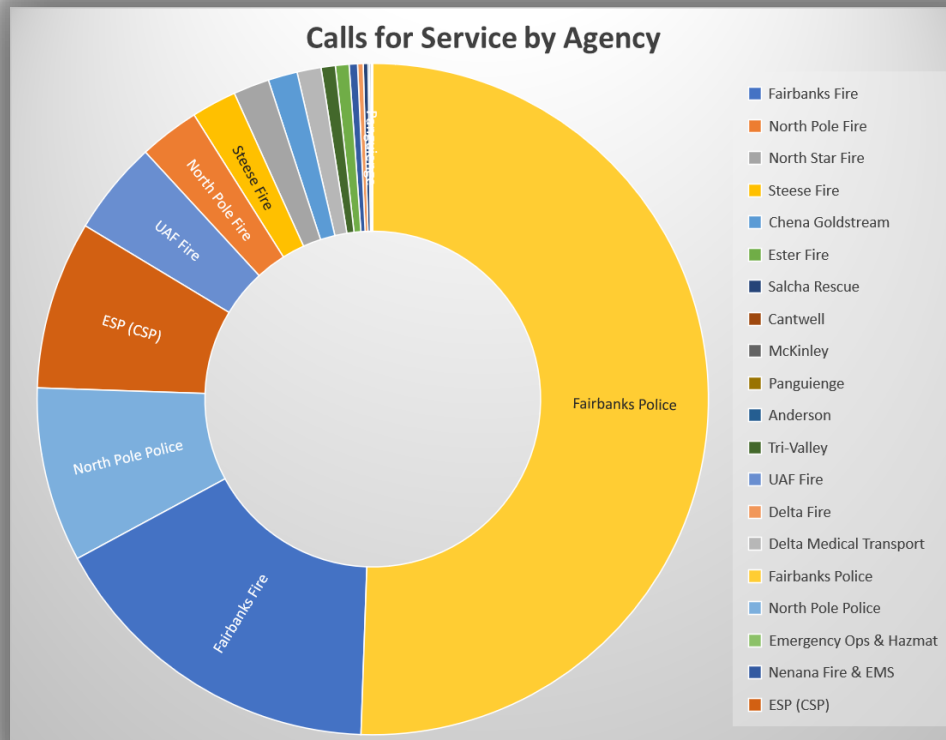
## Calls for Service by Month



2023	EMS	Fire	Law
January	927	231	2100
February	915	273	1867
March	963	262	1895
April	787	216	1859
May	952	328	2439
June	997	339	2273
July	1027	292	2543
August	996	293	2432
September	898	277	2066
October	943	292	1864
November	888	190	1654
December	964	215	1964
<b>Total:</b>	<b>11,257</b>	<b>3,208</b>	<b>24,956</b>

## Calls for Service by Agency

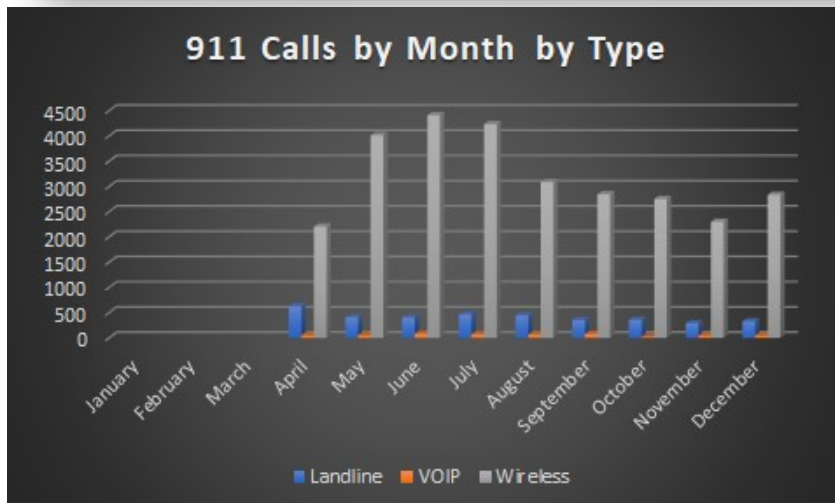
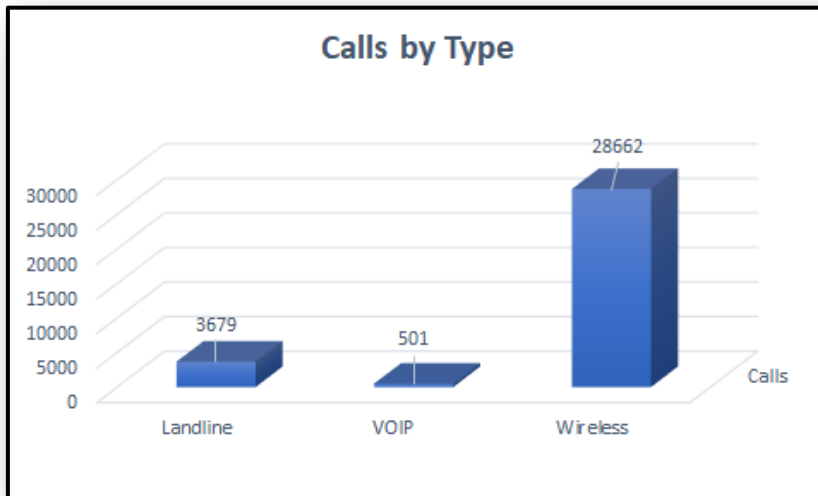
Agency	Calls for Service	Percentage of Total Calls
Fairbanks Fire	7,369	16.6%
North Pole Fire	1,293	2.9%
North Star Fire	771	1.7%
Steese Fire	965	2.2%
Chena Goldstream	627	1.4%
Ester Fire	291	0.7%
Salcha Rescue	102	0.2%
Cantwell	23	0.1%
McKinley	32	0.1%
Panguinge	1	0.0%
Anderson	34	0.1%
Tri-Valley	305	0.7%
UAF Fire	2,013	4.5%
Delta Fire	120	0.3%
Delta Medical Transport	515	1.2%
Fairbanks Police	22,493	50.6%
North Pole Police	3,742	8.4%
Emergency Ops & Hazmat	11	0.0%
Nenana Fire & EMS	179	0.4%
ESP (CSP)	3,603	8.1%
<b>TOTAL</b>	<b>44,489</b>	



## 911 Call Type by Month of the Year

MONTH	LANDLINE	VOIP	WIRELESS	TOTAL
JANUARY				
FEBRUARY				
MARCH				
APRIL	629	51	2202	2882
MAY	408	52	4011	4471
JUNE	407	80	4409	4896
JULY	464	69	4233	4766
AUGUST	444	63	3085	3592
SEPTEMBER	352	76	2843	3271
OCTOBER	358	20	2751	3129
NOVEMBER	290	44	2298	2632
DECEMBER	327	46	2830	3203
<b>TOTAL</b>	<b>3679</b>	<b>501</b>	<b>28662</b>	<b>32842</b>

\* Data is not available for January through March due to FNSB changing phone vendors.



# 911 Calls by Call Answer Interval

National Emergency Number Association (NENA)

**911, What is the location of the emergency?**

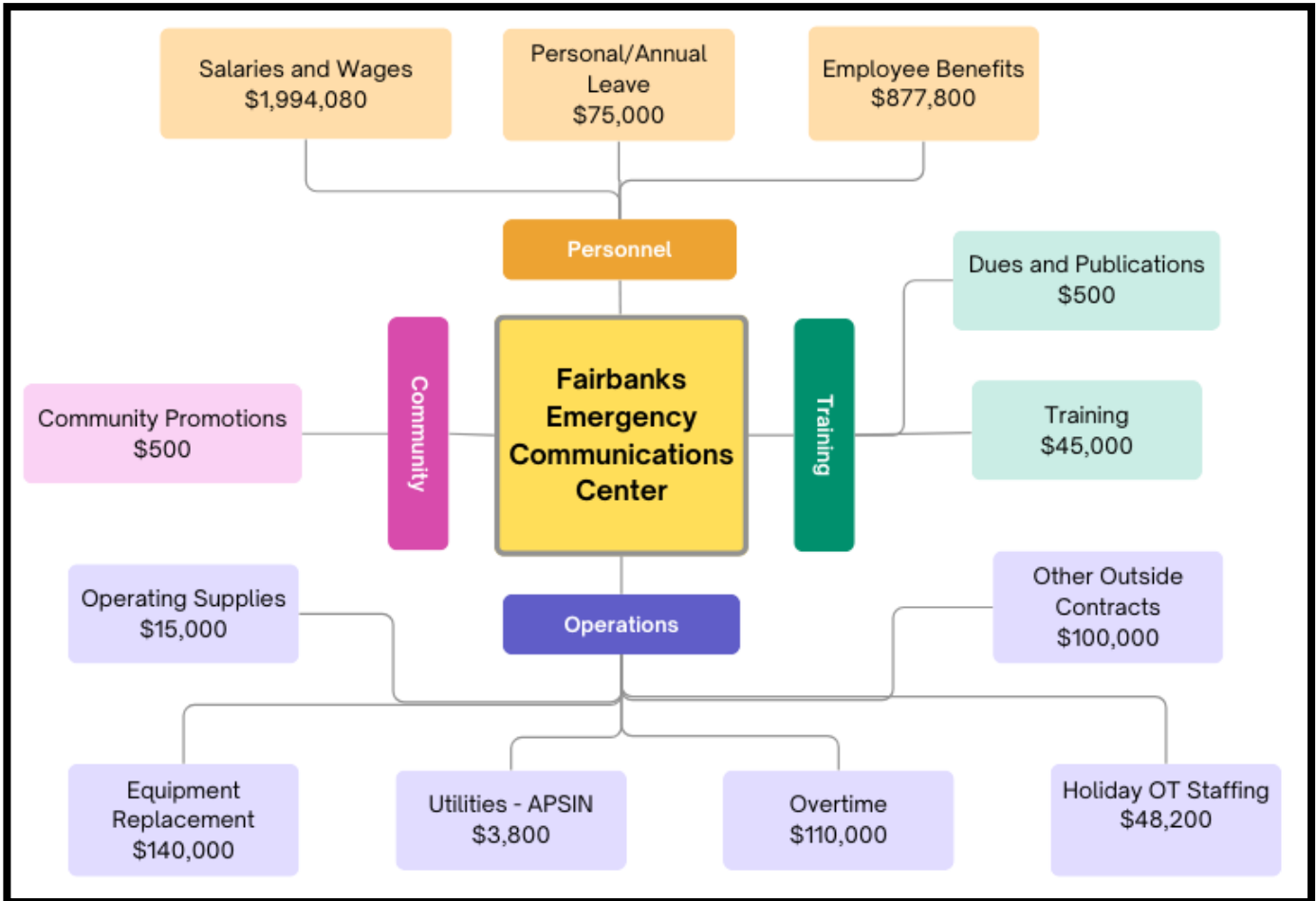
NENA re-evaluates their call processing standards. The newest release of standards is June 25, 2020. The new standards were engaged both by NFPA (National Fire Prevention Assoc.) and APCO to ensure harmonization of standards.

Most notable is the update to the standard for 911 call-answering times, now providing that 90% of all 911 calls be answered within 15 seconds and 95% answered within 20 seconds. Our contract with FNSB had the old requirements and therefore our chart reflects the previous standards.

9-1-1 ANSWER TIMES													
10 Seconds or less (Minimum Standard = 90%)	98.7%	98.5%	99.1%	91.3%	91.4%	89.5%	91.8%	91.6%	91.4%	93.9%	97.1%	95.0%	94.1%
20 Seconds or less (Minimum Standard = 95%)	100.0%	100.0%	100.0%	95.3%	94.7%	93.9%	95.3%	96.0%	95.7%	97.1%	98.7%	97.7%	97.0%
Greater than 20 Seconds	0.0%	0.0%	0.0%	5.2%	5.2%	7.1%	8.2%	3.8%	4.3%	3.0%	1.2%	2.3%	3.4%

All employees of FECC are members of APCO and NENA. These resources and information provided from them is very valuable to any agency. We receive emails with current topics and there are online forums. There are also conferences and classes the members can attend. In our field it is very important to stay up on technology, best practices, and have new knowledge that can shape our policies and procedures.

# Approved 2023 Budget



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

## **International Academy of Emergency Dispatch**

All dispatchers are trained by the International Academy in Emergency Medical (EMD), Fire (EFD), and Police (EPD) Priority Dispatch. 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 the 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 (QA) Team 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) in all 3 disciplines. We became ACE in August, 2022 for Medical and Fire. These was quite the accomplishment for our center. We were the first in the state of Alaska to receive ACE.

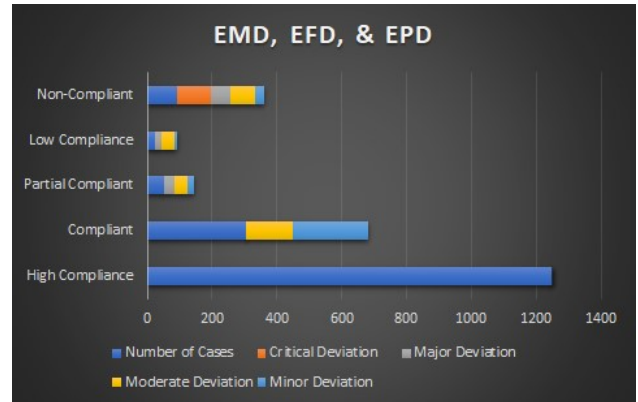
Calls are ranked in 5 categories: High Compliance, Compliant, Partial Compliance, Low Compliance, and Non-compliant. In those five categories there are 4 types of deviations that can lower your overall scoring: Critical Deviation, Major Deviation, Moderate Deviation, and Minor Deviation. The deviations are automatically calculated in the quality assurance program, AQUA. If four calls are score with a non-compliant are received across 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

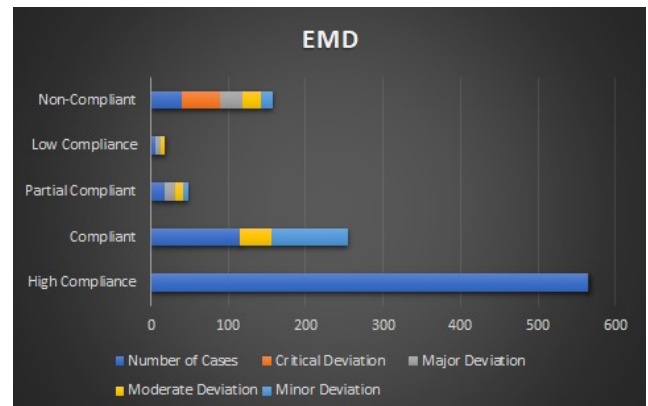
## EMD, EFD, and EPD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	1245	0	0	0	0
Compliant	305	0	0	144	231
Partial Compliant	51	0	32	42	19
Low Compliance	24	0	20	40	9
Non-Compliant	91	104	62	75	29
Totals	1716	104	114	301	288



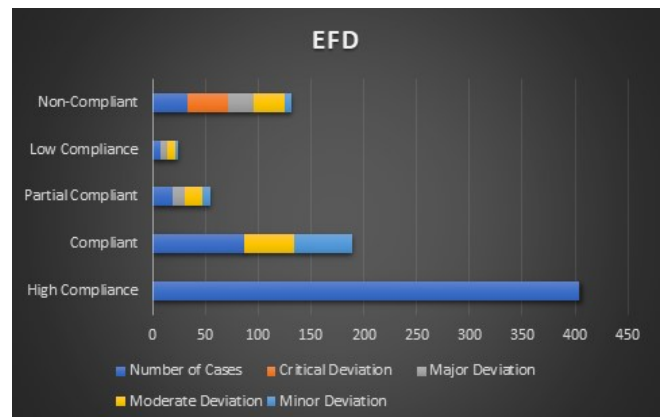
## EMD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	564	0	0	0	0
Compliant	114	0	0	42	99
Partial Compliant	18	0	13	11	6
Low Compliance	6	0	6	6	0
Non-Compliant	40	50	28	24	15
Totals	742	50	47	83	120



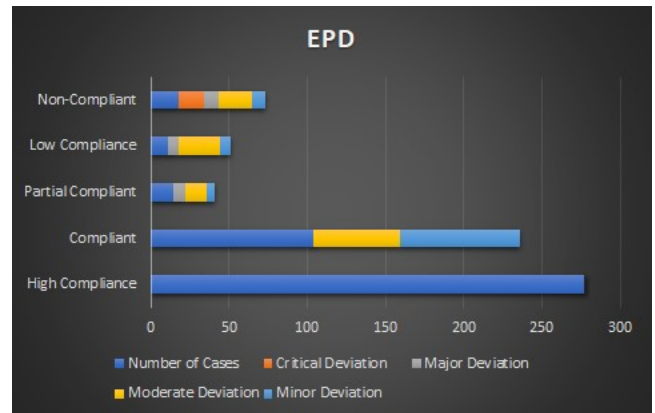
## EFD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	404	0	0	0	0
Compliant	87	0	0	47	55
Partial Compliant	19	0	11	17	8
Low Compliance	7	0	7	8	2
Non-Compliant	33	38	25	29	6
Totals	550	38	43	101	71



## EPD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	277	0	0	0	0
Compliant	104	0	0	55	77
Partial Compliant	14	0	8	14	5
Low Compliance	11	0	7	26	7
Non-Compliant	18	16	9	22	8
<b>Totals</b>	<b>424</b>	<b>16</b>	<b>24</b>	<b>117</b>	<b>97</b>



### Pulse Point :

“Sudden Cardiac Arrest is not just a job for emergency responders but rather a community-based issue that requires a community-based response.” – International Association of Fire Chiefs “In no other medical situation is there such a vital reliance on the community.”

App users who have indicated they are trained in CPR and willing to assist in case of an emergency can be notified if someone nearby is in cardiac arrest. The location-aware application will alert users in the vicinity of the need for CPR simultaneous with the dispatch of advanced medical care. The app also directs these rescuers to the exact location of nearby AEDs.

### CPR Notifications from FECC

2023			
<b>January</b>	<b>6</b>	<b>July</b>	<b>9</b>
<b>February</b>	<b>10</b>	<b>August</b>	<b>10</b>
<b>March</b>	<b>11</b>	<b>September</b>	<b>12</b>
<b>April</b>	<b>10</b>	<b>October</b>	<b>16</b>
<b>May</b>	<b>10</b>	<b>November</b>	<b>5</b>
<b>June</b>	<b>14</b>	<b>December</b>	<b>15</b>
<b>Total</b>			
<b>128</b>			



## **CPR**

All Dispatchers are trained in CPR at the Basic Life Support Provider level. 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 251—Integrated Public Alert and Warning System for Alerting Authorities

## Goals for 2024

1. Continue to work towards being an Accredited Center of Excellence (ACE) for International Academies of Emergency Dispatch in Police and maintain our ACE in Fire and Medical.
2. Continue to build the Radio Quality Assurance Program.
2. Hire all open positions.
3. Increase staffing from 3 to 4 people between the hours of 3 P.M. and 11 P.M. without 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 other agencies to create multiple resources as back up centers. There long term and short term needs to having assistance from another center. We need to work with other agencies to build those agreements.
7. Complete building the mobile dispatch center to function as a stand-alone center.

## Projects for 2024

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.
4. Upgrade the current center with our capital replacement funds.