



# **FY19 STRATEGIC ACTION PLAN**

# INTRODUCTION:

- ECC Mission Statement
- Priority Goals and Objectives
- 911 Industry Overview
- Core Technology Overview
- ECC Organizational Structure
- ECC Staffing / Hiring / Training Overview
- Supervision and Floor Oversight
- Improvement Action Plan / MCP Recommendations

## **ECC MISSION STATEMENT:**



*Our mission is to provide prompt, professional, and courteous handling of all emergency calls for service and clear, concise, and expedient dispatching of first responders in order to protect and save lives and insure the public safety of the citizens who live, work, and enjoy life in the City of Cincinnati.*

## ECC PRIORITY GOALS AND OBJECTIVES:

- PROFESSIONAL, ACCURATE, AND DILIGENT SERVICE TO CITIZENS.....



- FIRST RESPONDER SAFETY AND SUPPORT.....



- TEAMWORK, INTEGRITY, AND RELIABILITY IN THE WORKPLACE.....



- FAIR, HONEST, AND REASONABLE LEADERSHIP.....

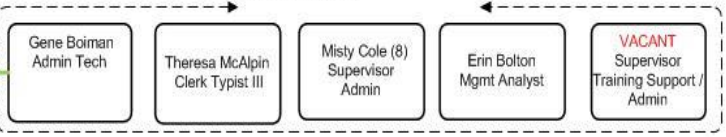


# CITY OF CINCINNATI EMERGENCY COMMUNICATIONS CENTER ORGANIZATIONAL CHART

Revision 12/5/18

## ADMINISTRATION

Jayson Dunn  
Special Project Manager



## OPERATIONS

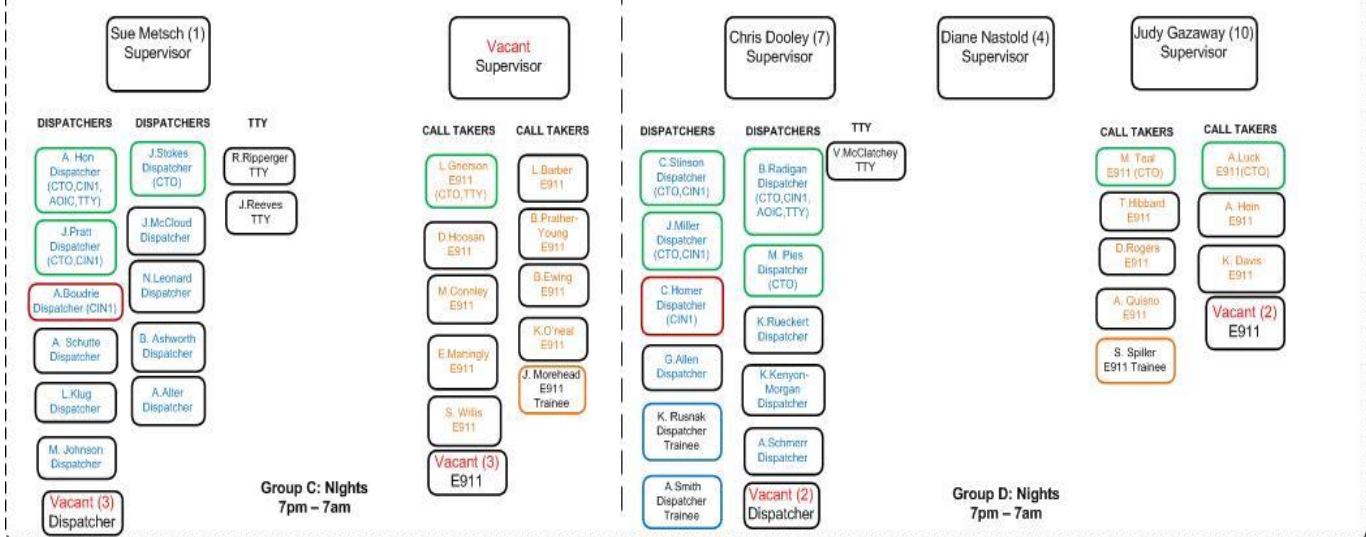
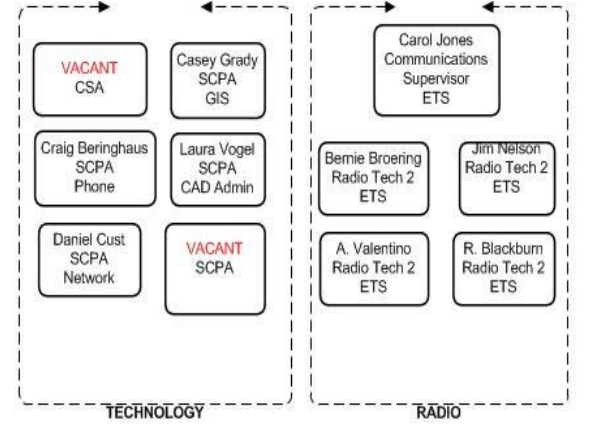
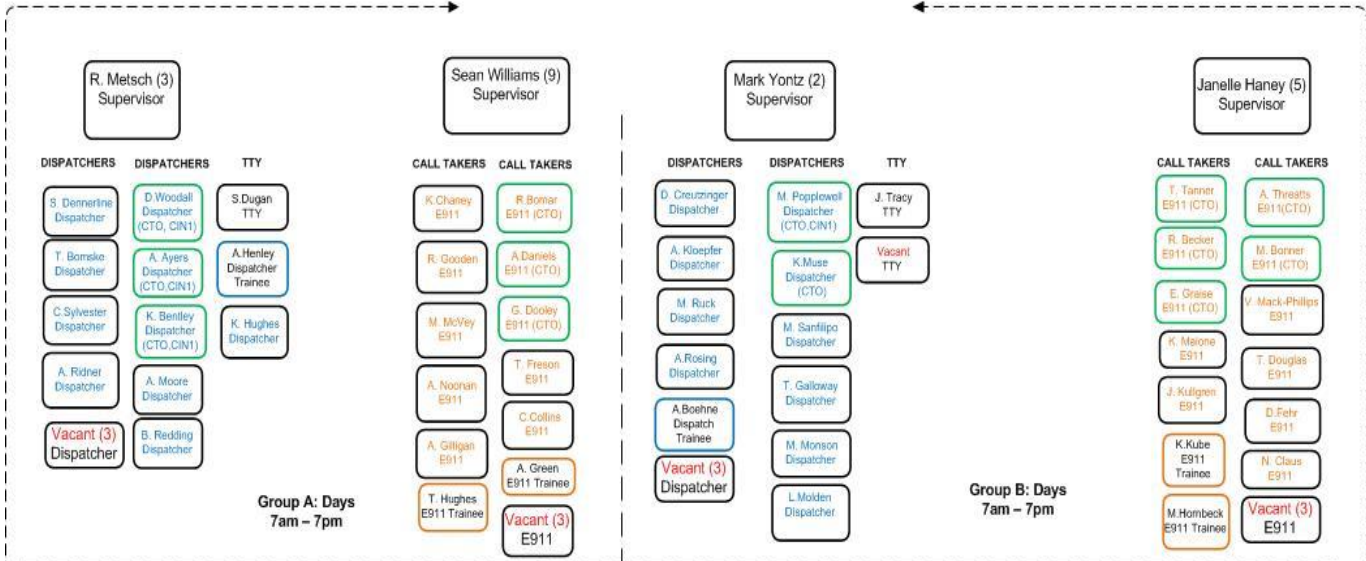
## TRAINING

## TECHNOLOGY

Sonya Williams  
Asst Manager  
(Operations)






Karli Piper  
Asst Manager  
Training / QA

Bill Vedra  
IT Manager  
ETS



ECC FUNDED STAFFING:	ECC CURRENT STAFFING:
- 13 Supervisors	- 9 Supervisors (-4)
- 55 Dispatchers	- 40 Dispatchers (-15) [4 In Training]
- 50 E911 Call Takers	- 37 E911 Call Takers (-9) [6 In Training]
- 7 Clerk II's (TTY)	- 5 Clerk II's (TTY) (-2)
- 4 Clerk III's (Admin)	- 1 Clerk III's (Admin) (-3)
- 1 Computer Systems Analyst	- 1 Computer Systems Analyst
- 4 Sr. Computer/Prog Analysts	- 4 Sr. Computer/Prog Analysts
- 1 Computer/Prog Analyst	- 0 Computer/Prog Analyst (-1)
- 1 Management Analyst	21 Comm. Training Officers (CTO)
- 1 Administrative Technician	9 CIN1 Operators

# SUPERVISION AND FLOOR OVERSIGHT:






 <b>"CAUGHT IN THE ACT"</b> EMPLOYEE COMMENDATION CARD	
<b>ECC ORGANIZATIONAL PRIORITY GOALS</b>	SUPERVISOR FEEDBACK:
<input type="checkbox"/>  PROFESSIONAL, ACCURATE, AND DILIGENT SERVICE TO CITIZENS	_____
<input type="checkbox"/>  FIRST RESPONDER SAFETY AND SUPPORT	_____
<input type="checkbox"/>  TEAMWORK, INTEGRITY, AND RELIABILITY IN THE WORKPLACE	_____
<input type="checkbox"/>  FAIR, HONEST, AND REASONABLE LEADERSHIP	_____
EMPLOYEE NAME: _____	_____
DATE: ____ / ____ / ____	_____
<small>(use back for additional space)</small>	

## ECC CALL TAKING KPI'S:

- 90% in 10 seconds
- 95% in 20 seconds
- In-Que %
- Total # of calls answered
- # of minutes in After Call Work
- Call Processing Time

## ECC DISPATCH KPI'S (NFPA Standard):

- Fire Response:
  - 80% in 60 seconds
  - 95% in 106 seconds
- EMD Processing:
  - 90% in 90 seconds
  - 99% in 120 seconds
- Time to Dispatch
- On Scene Arrival Time

 <b>"ROOM FOR IMPROVEMENT"</b> EMPLOYEE REMINDER CARD	
<b>ECC ORGANIZATIONAL PRIORITY GOALS</b>	SUPERVISOR FEEDBACK:
<input type="checkbox"/>  PROFESSIONAL, ACCURATE, AND DILIGENT SERVICE TO CITIZENS	_____
<input type="checkbox"/>  FIRST RESPONDER SAFETY AND SUPPORT	_____
<input type="checkbox"/>  TEAMWORK, INTEGRITY, AND RELIABILITY IN THE WORKPLACE	_____
<input type="checkbox"/>  FAIR, HONEST, AND REASONABLE LEADERSHIP	_____
EMPLOYEE NAME: _____	_____
DATE: ____ / ____ / ____	_____
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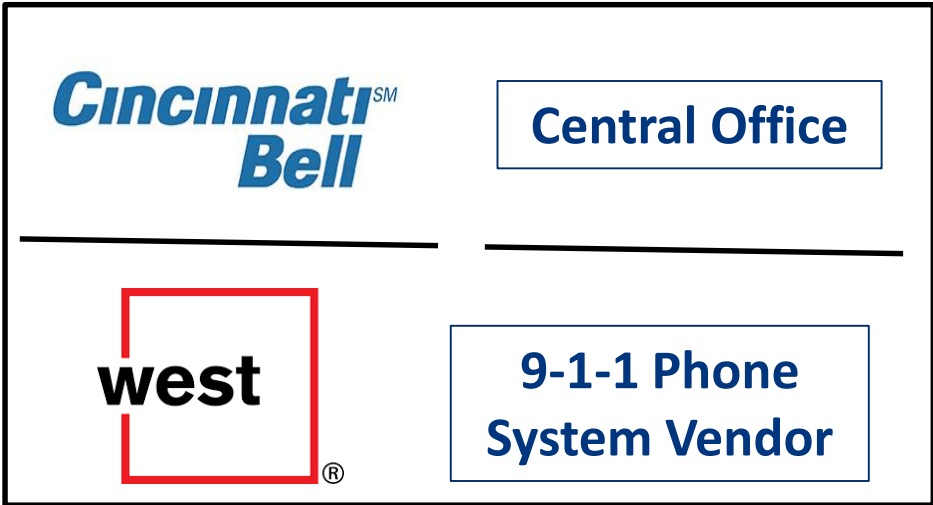
**WIRELESS CARRIERS**



**911  
INDUSTRY  
OVERVIEW**



**911 LEGISLATIVE BODIES**



## CHALLENGES WITH CELL LOCATION:



- **Unique challenges posed by wireless phones**

Wireless phones create unique challenges for emergency response personnel and wireless service providers. Since wireless phones are mobile, they are not associated with one fixed location or address. While the location of the cell site closest to the 911 caller may provide a general indication of the caller's location, that information is not always specific enough for rescue personnel to deliver assistance to the caller quickly.

- **Wireless 911 rules**

The FCC has adopted rules aimed at improving the reliability of wireless 911 services and the accuracy of the location information transmitted with a wireless 911 call. The FCC's wireless 911 rules apply to all wireless licensees, broadband Personal Communications Service licensees and certain Specialized Mobile Radio licensees.



## CHALLENGES WITH CELL LOCATION:



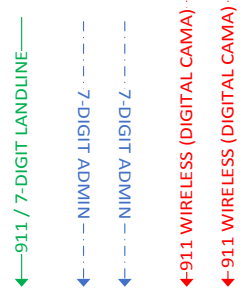
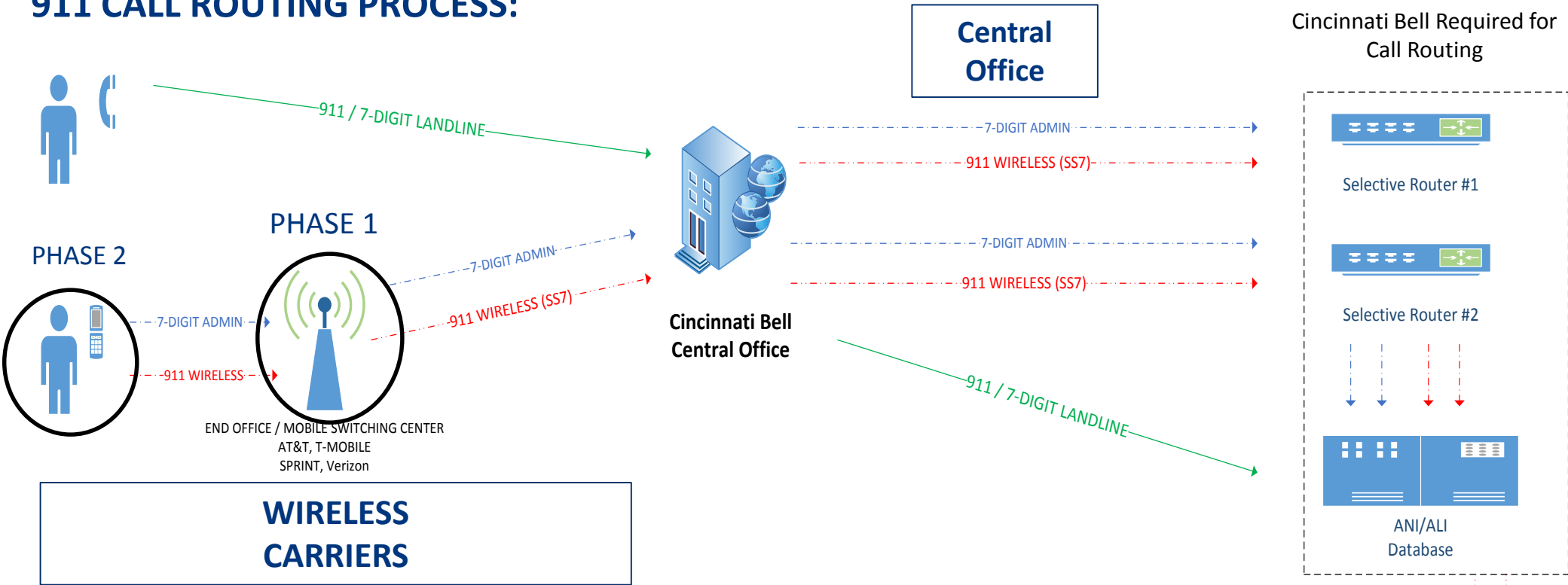
**The FCC's basic 911 rules** require wireless service providers to transmit all 911 calls to a PSAP, regardless of whether the caller subscribes to the provider's service or not.

**Phase I Enhanced 911 (E911) rules** require wireless service providers to provide the PSAP with the telephone number of the originator of a wireless 911 call and the location of the cell site or base station transmitting the call.

**Phase II E911 rules** require wireless service providers to provide more precise location information to PSAPs; specifically, the latitude and longitude of the caller. This information must be accurate to within 50 to 300 meters depending upon the type of location technology used.

The FCC recently required wireless carriers to provide more precise location information to PSAPs. As a result, wireless carriers will be required to comply with the FCC's location accuracy rules at either a county-based or PSAP-based geographic level. The new standards apply to outdoor measurements only, as indoor use poses unique obstacles.

# 911 CALL ROUTING PROCESS:



## 9-1-1 Phone System Vendor



## CHALLENGES WITH CELL LOCATION:



- On March 22, 2018, the FCC adopted a Notice of Inquiry about how to route wireless 911 calls to the proper 911 call center more quickly. Comments are sought on what expectations consumers may have when calling 911 from a wireless device. Currently, a majority of wireless 911 calls are routed to a 911 call center based on the location of the cell tower that handles the call, which may be in a neighboring jurisdiction. When this happens, the call must be transferred to the appropriate call center. Comments are specifically sought on whether there are unique issues that persons with disabilities may encounter when a wireless 911 call must be transferred from a neighboring jurisdiction to the appropriate call center.

Comments may be filed in PS Docket No. 18-64 using the Electronic Comment Filing System (ECFS) at <https://www.fcc.gov/ecfs>.



# STATE / LOCAL 911 STRUCTURE:



- Coordinates communication on 9-1-1 issues among state, federal, regional and local 9-1-1 and public safety communications officials.
- ESINET / FirstNet / Next Generation 9-1-1 Initiatives / County Plans
- Rob Jackson – State 9-1-1 Coordinator
- Legislates State 9-1-1 ORC's / State Wireless Funding (Ch. 128)

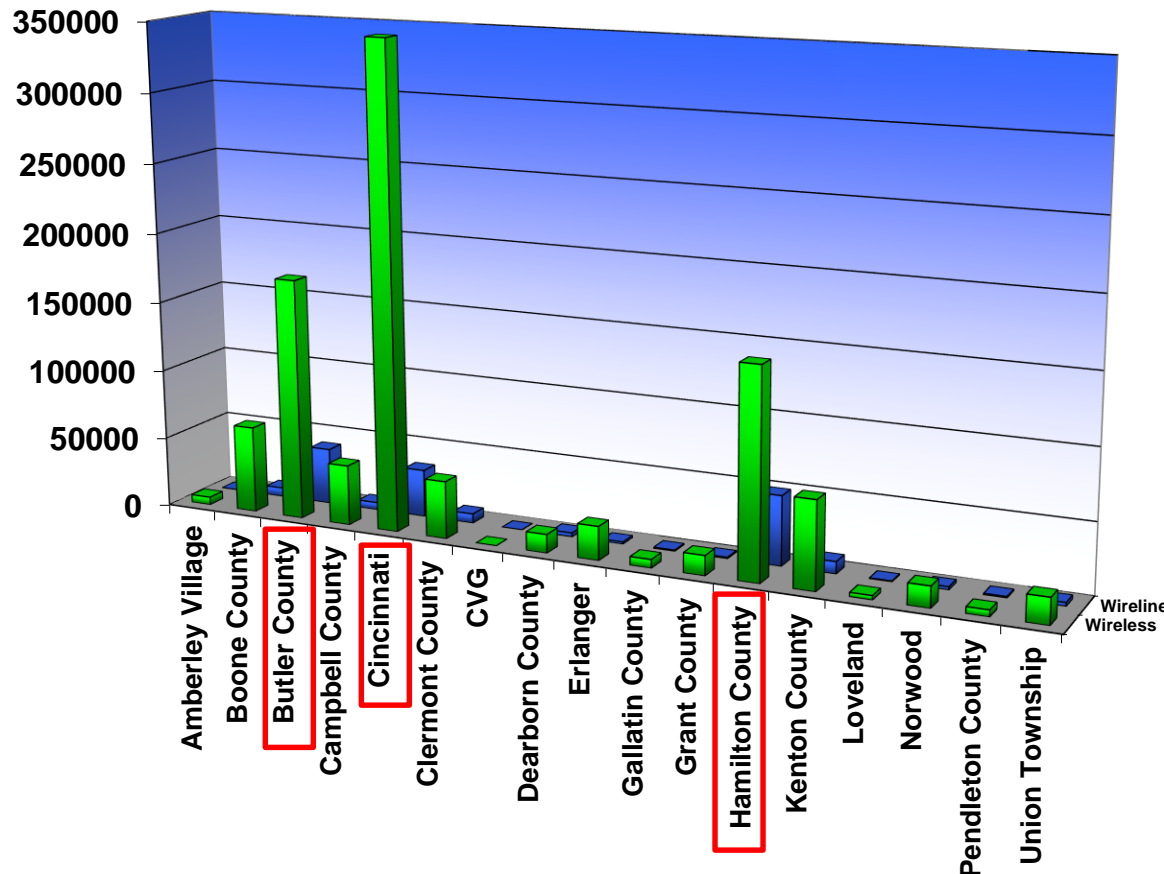


- Lead development of a statewide ESINet, review of the current funding model for this state's 9-1-1 systems
- Examine readiness of state's current readiness for Next Generation 9-1-1 (NG9-1-1)
- Make recommendations for consolidation of PSAP's in this state

# STATE / LOCAL 911 STRUCTURE:

- Hamilton County 9-1-1 Coordinator – John Hoffman
- State ORC requires each County to name a coordinator and prepare a countywide 9-1-1 Final Plan
- Plan is prepared by a local countywide 911 Planning Committee
- (3) 911 Centers in Hamilton County (Cincinnati, Hamilton County, Norwood)

## Regional 911 Center Statistics



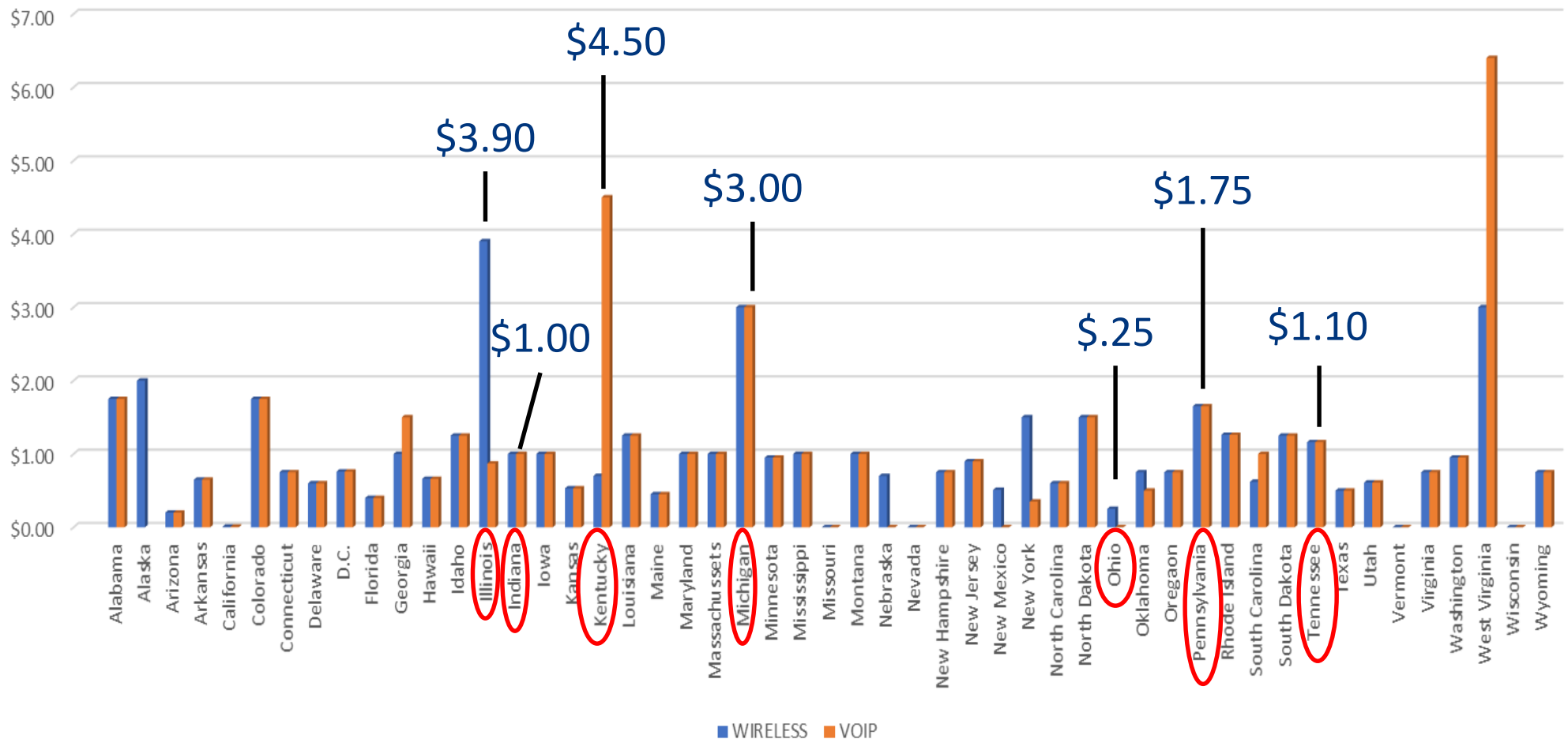
## CINCINNATI STATS:

- 605k annual incoming calls
- 345k 911 Cell Calls
- 33k 911 Landline Calls
- 225k Admin Calls
- 91% calls from Cell Phones

# OPPORTUNITIES TO IMPROVE 911 LOCALLY:

- CONTINUE TO COLLABORATE WITH STATE AND REGIONAL PARTNERS - Cincinnati / Hamilton County have connected Radio, 911 Phone, CAD, Citizen Alert Systems.
- STATE ESINET / NG-911 LEGISLATION INPUT – lobby for improved standards and increased funding.

911 SURCHARGE FEES BY STATE





## CINCINNATI 9-1-1 TECHNOLOGY:

### Motorola 800 Mhz Radio System

The 2-way radio system is used to facilitate communications between dispatch personnel and first responders.

- System Scope:  
10 Towers / 20 Channels / 15 dispatch consoles  
5,000+ radios
- Original Cost: *\$28 million*
- Purchase Date: 2003
- Annual Maintenance: *\$1 million*
- Upgraded: December, 2015
- Upgrade Cost: *\$14 million*



# CINCINNATI 9-1-1 TECHNOLOGY:



## WEST 9-1-1 Phone System

Processes 9-1-1 calls routed to the Communications Center.  
 Call information display, call distribution, automatic call back, call transferring,  
 reporting, Text-to-911, etc.

- System Cost: \$835k
- Purchase Date: 2018
- Annual Maintenance: \$153k

### Other Cities Using West:

- City of Atlanta
- City of San Diego
- City of New Orleans
- City of Detroit
- City of San Francisco
- Miami-Dade County

The screenshot displays the West 9-1-1 software interface. On the left, there are call details for a call from SPRINT at 1312, SPRINT SITE 3088 N FACE, CITY OF CINCINNATI, OH. The call class is WPHZ and the main number is 511-8182. The address is 1312, SPRINT SITE 3088 N FACE, CITY OF CINCINNATI, OH. The call time is 17:54. The call log on the right shows a list of calls with columns for Date, Time, Telephone, Rec, ALI, and TTY. The call log shows a list of calls with columns for Date, Time, Telephone, Rec, ALI, and TTY. The interface also includes a grid of service buttons such as Lang Line, Frequently Dialed, Alarm Companies, City Police, City Fire, Financial Institutions, Medical Resources, Number Lookup, Public Services, Animals, City Admin, County Agencies, Utilities, Universities, HamCo 911, Norwood 911, Tandem Transfers, State Agencies, Federal Agencies, Mass Transit, and ECS L=8119.

Date	Time	Telephone	Rec	ALI	TTY	WorkStation
11/29/2018	17:57:46	513-825-2260	AVAIL	2377, CIVIC CENTER DR, COLERAIN TOWN...		PC12
11/29/2018	17:57:32	513-859-6182	AVAIL	ATTMO 1334 S FACE, CINCINNATI, OH		PC11
11/29/2018	17:58:36	513-903-3017	AVAIL	7491, MONTGOMERY RD - W, CINCINNATI, OH		PC01
11/29/2018	17:56:24	513-903-3017	AVAIL	7491, MONTGOMERY RD - W, CINCINNATI, OH		PC01
11/29/2018	17:56:14	513-546-4629	AVAIL	1131, SPRINT SITE 3083 S FACE, CITY OF C...		PC09
11/29/2018	17:56:03	911-408-5381	AVAIL	VERIZON 316 W FACE, CINCINNATI, OH		PC02
11/29/2018	17:56:01	423-562-1174	AVAIL			PC07
11/29/2018	17:55:08	423-562-1174	AVAIL			PC14
11/29/2018	17:54:38	513-370-8863	AVAIL	1312, SPRINT SITE 3088 N FACE, CITY OF C...		PC15
11/29/2018	17:53:38	513-258-6269	AVAIL	5509, SPRINT SITE 3213 N FACE, CITY OF C...		PC08
11/29/2018	17:53:23	911-099-1250	AVAIL	T-Mobile C114454D SW Face, T-MOBILE, OH		FD04
11/29/2018	17:52:31	513-841-0008	AVAIL	857, W NORTH BEND RD, COLLEGE HILL, OH		PC04
11/29/2018	17:51:55	513-258-7714	AVAIL	1639, SPRINT SITE 3001 SE FACE, CITY OF...		PC03
11/29/2018	17:51:43	911-099-1250	AVAIL	T-Mobile C114454D SW Face, T-MOBILE, OH		PC01
11/29/2018	17:51:12	773-437-9099	AVAIL			PC01
11/29/2018	17:50:28	513-884-6864	AVAIL			PC01
11/29/2018	17:49:50	706-718-4777	AVAIL	2937, SPRINT SITE 2937 W FACE, SPRINT...		PC12
11/29/2018	17:49:21	812-577-5922	AVAIL	VERIZON 250386 SE FACE, CINCINNATI, OH		PC05
11/29/2018	17:48:30	513-862-1123	AVAIL			PC09
11/29/2018	17:47:48	800-238-2727	AVAIL			PC02
11/29/2018	17:46:43	513-623-9020	AVAIL	2012, SPRINT SITE 3111 SE FACE, CITY OF...		PC07
11/29/2018	17:45:54	513-623-9020	AVAIL	1131, SPRINT SITE 3083 NE FACE, CITY OF...		PC16
11/29/2018	17:44:46	877-494-9355	AVAIL			PC14



# CINCINNATI 9-1-1 TECHNOLOGY:

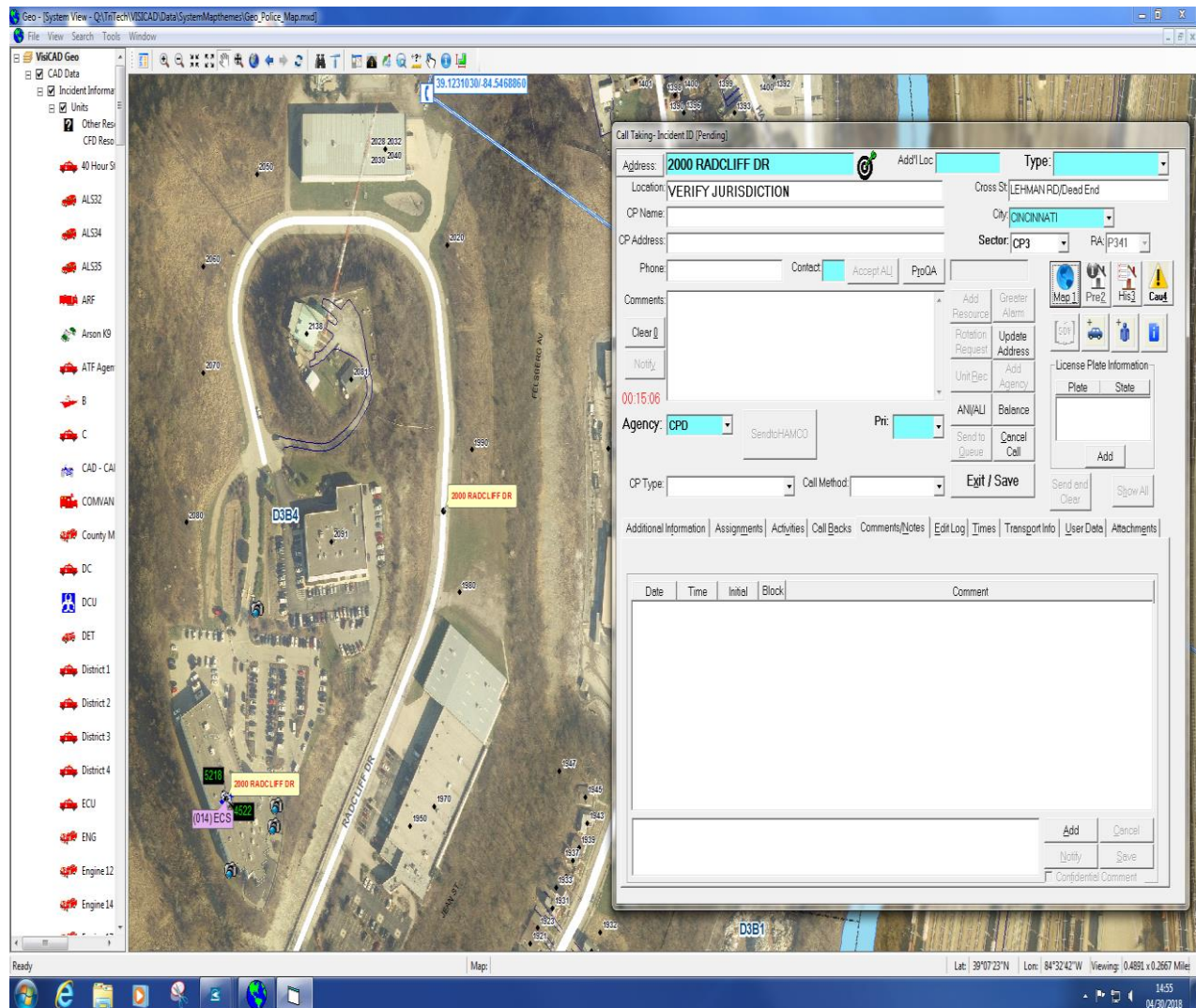
## TriTech Computer Aided Dispatch (CAD) System

Enables management and coordination of resources available for emergency dispatch. Unit availability, dispatch priority, GIS mapping, and other critical functions.

- System Cost: *\$2.3 million*
- Purchase Date: 2014
- Annual Maintenance: *\$300k*

### Other Cities Using Tritech:

- City of Austin
- City of Dallas
- City of Memphis
- Orange County Sherriff



# CINCINNATI 9-1-1 TECHNOLOGY:

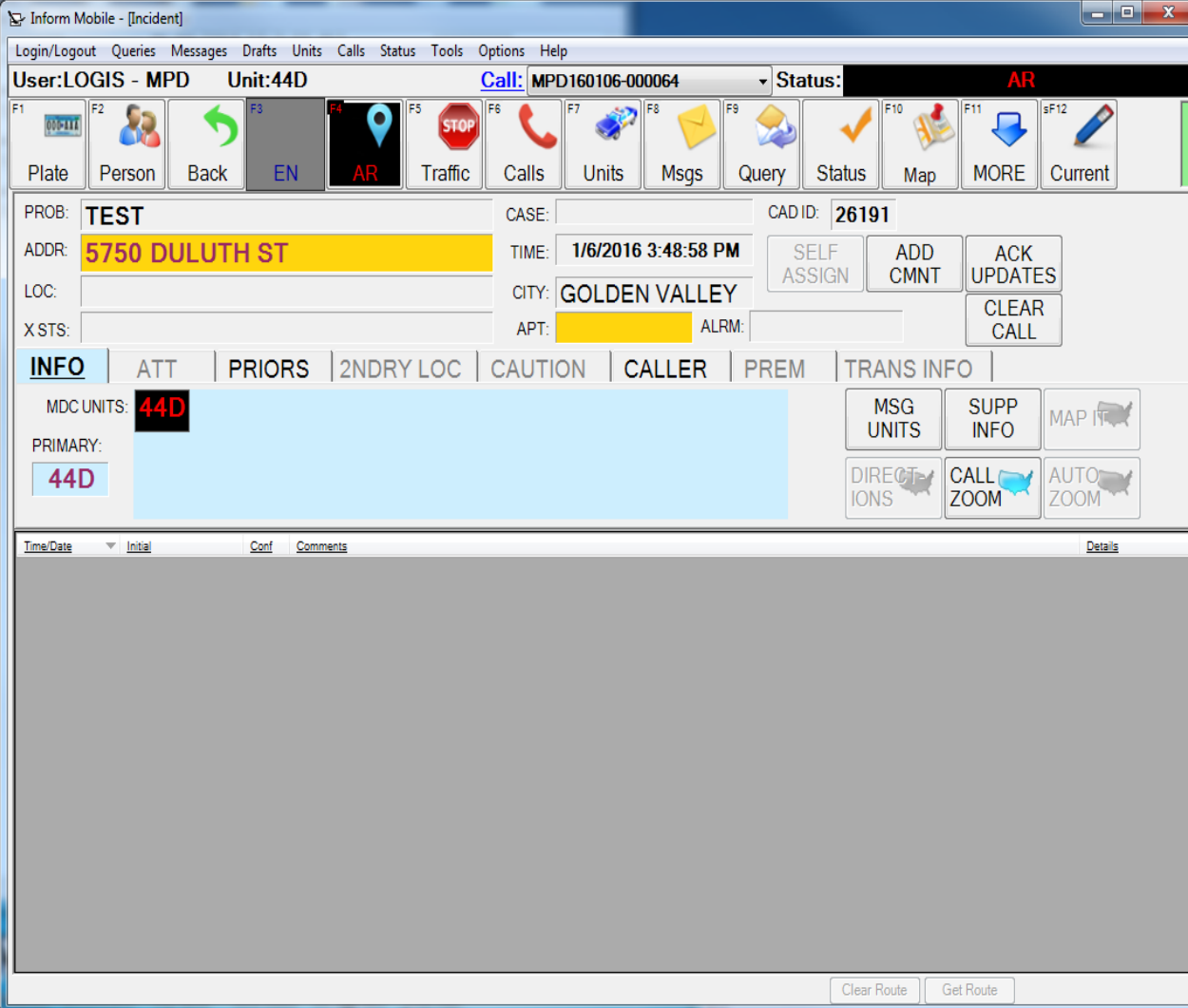
## Tritech Fire Mobile Data Computers w/ AVL

Enables real-time Automatic Vehicle Location and GPS based dispatch for all Fire and EMS vehicles. Also enables integrated mapping and status update capabilities to the CAD from the Fire vehicles.

- System Cost: *Included w/ CAD*  
Purchase Date: 2014

### Other Cities Using Tritech:

- City of Austin
- City of Dallas
- City of Memphis



The screenshot displays the 'Inform Mobile - [Incident]' application interface. At the top, it shows the user 'LOGIS - MPD' and unit '44D' for a call 'MPD160106-000064' with a status of 'AR'. A toolbar contains various function buttons labeled F1 through F12, such as 'Plate', 'Person', 'Back', 'EN', 'AR', 'Traffic', 'Calls', 'Units', 'Msgs', 'Query', 'Status', 'Map', 'MORE', and 'Current'. The main display area shows incident details: 'PROB: TEST', 'ADDR: 5750 DULUTH ST', 'CITY: GOLDEN VALLEY', and 'CAD ID: 26191'. It also includes a 'TIME' of '1/6/2016 3:48:58 PM' and 'APT:'. Below this, there are tabs for 'INFO', 'ATT', 'PRIORS', '2NDRY LOC', 'CAUTION', 'CALLER', 'PREM', and 'TRANS INFO'. The 'MDC UNITS' section lists '44D' as the primary unit. On the right side, there are buttons for 'MSG UNITS', 'SUPP INFO', 'MAP IT', 'DIRECT IONS', 'CALL ZOOM', and 'AUTO ZOOM'. At the bottom, there is a 'Time/Date' dropdown set to 'Initial', and buttons for 'Clear Route' and 'Get Route'.

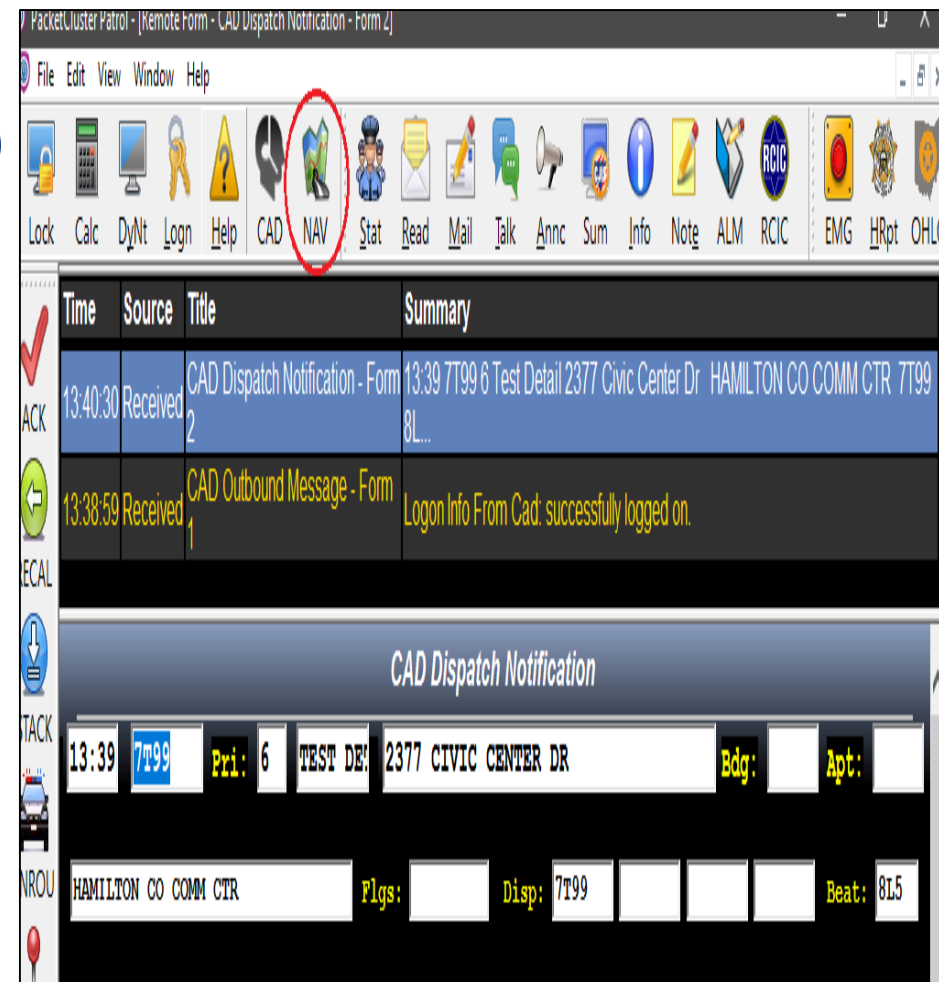


# CINCINNATI 9-1-1 TECHNOLOGY:

## CLEAR Police Mobile Data Computers

Provide RCIC and CJIS records check and law enforcement data query capabilities for all city and county law enforcement agencies. Interfaces to the Tritech CAD for electronic status messaging between dispatch and the police vehicles. Also provides Map capability in the vehicle.

- Original System Cost: \$7 million (countywide)  
Refresh Date: 2016
- Annual Maintenance: \$100k



## CINCINNATI 9-1-1 TECHNOLOGY:

**ZETRON**

### CURRENT ZETRON FIRE STATION ALERTING SYSTEM

Used to alert fire stations of new dispatch runs.

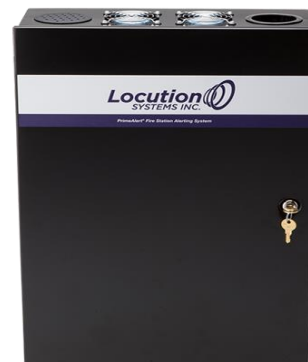
- Purchase Date: 1990
- Annual Maintenance: *none*



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### UPGRADING TO LOCUTION ALERTING SYSTEM

- System Cost: \$300k
- Annual Maintenance: TBD



**Locution**  
SYSTEMS INC.

# CINCINNATI 9-1-1 TECHNOLOGY:

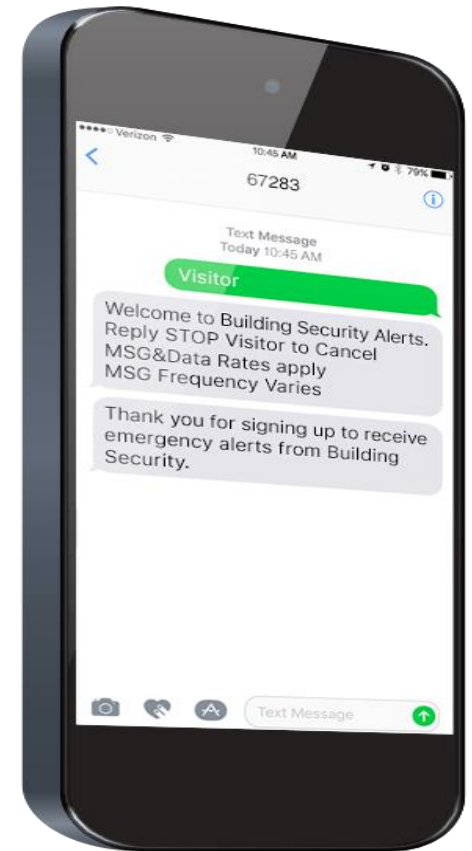


## RAVE ALERT MASS NOTIFICATION SYSTEM / Smart911

Enables mass notifications to be made from the Communications Center to e-mail addresses and mobile devices. Used for SWAT Call Outs, County building closures, emergency notifications.

Purchase Date: 2018

- System Cost: 126k (annual re-occurring)



**Maggie Ramirez**  
F, 26, O+

**Epilepsy**  
Health Care

ular use)  
nt, Insulin  
ns: Memo

anma  
seizures  
o speak.

# CINCINNATI 9-1-1 TECHNOLOGY:



## NICE CALL RECORDERS

Long term storage and audio retention and playback system.  
Used to record and retain all radio transmissions and 911 calls. All emergency communications audio is stored for 25 days.

Purchase Date: 2014

- System Cost: \$150k
- Annual Maintenance: \$50k

The screenshot displays the NICE software interface within a Microsoft Internet Explorer browser window. The top navigation bar includes 'Service', 'Orders', 'Accounts', 'Contacts', 'Activities', 'Calendar', 'Products', 'Literature', 'Solutions', and 'Asset'. The 'Contacts' section is active, showing a contact profile for Lisa Myers. Below the profile is an 'Activities' table with the following data:

New	Activity Type	Description	Due
>	Email - Outbound	send her cancellation forms ...	06/02/02
	Call - Inbound	Problem with coverage area network	05/02/02

At the bottom of the interface, a call recording playback window is visible. It shows a timeline from 00:20 to 01:14. The recording includes audio segments with text overlays: 'Cancel my subs', 'Not satisfied', and 'Account Inactive'. The playback controls at the bottom include a 'Reset' button, a 'Zoom' dropdown, and a 'Paused Output: CD' indicator with a timer at 00:43:79.

# MCP POST-INCIDENT RECOMMENDATIONS:

## 1) MORALE

- a) Involve staff to create comprehensive strategic plan (Section 7.3)

STATUS: *In-Progress* [Target Date 01/01/19]

- b) Allow ECC staff to process all the changes before implementing further major initiatives (Section 7.3)

STATUS: *Initiated / Ongoing*

- c) Implement stress management program (Section 7.3)

STATUS: *In-Progress* – Working w/ PEAP [Target Date: 01/31/2019]

## MCP POST-INCIDENT RECOMMENDATIONS:

### 2) SOPs

- a) “Establish SOP Committee to thoroughly review/rewrite (Section 5.2)” and “ Create a standard SOP template (Section 5.2)”

**STATUS: COMPLETE** – All ECC SOP’s loaded into PowerDMS

Include method for call handling and QA during technical issues (Section 5.2)

**STATUS: COMPLETE** – Manual Call Guide Cards are in place. Updates cards are being ordered. [Target Date: 01/31/19]



## MCP POST-INCIDENT RECOMMENDATIONS:

- b) “Reinstate TTY policy to query silent calls (Section 7.3)” and “Add TTY SOP including when, how, and why to use”

**STATUS:** *COMPLETE* – All call takers have been trained and signed off on the new TTY policy. West has updated TTY system functionality and updated their vendor product documents. Engaged Cincinnati Association for the Deaf to discuss specific needs of our hearing impaired community.

- c) “Re-evaluate CELL incident type handling,” and “Consider policy requiring dispatch for second call from same cellular number”

**STATUS:** *In-Progress* – Discussing policy options with CPD and CFD command that will balance response needs with available resources.  
[Target: 01/01/19]

# MCP POST-INCIDENT RECOMMENDATIONS:

## 3) TRAINING

- a) Provide a thorough re-training on CHE (Section 4.2)

STATUS: *In-Progress* [Target: 02/28/19]

- b) Re-train call-takers on 911 customer service (Section 7.3)

STATUS: *In-Progress / Ongoing*

## MCP POST-INCIDENT RECOMMENDATIONS:

### 4) BACKUP CENTER

- a) Install acoustic treatment at Spinney for noise reduction (Section 3.3)

**STATUS:** Scheduled – Quotes and design specifications for Spinney Field have been obtained from vendors and discussed with Facilities.  
[Target: 03/31/19]

- b) Align with NFPA 1221 standard (Section 3.3)

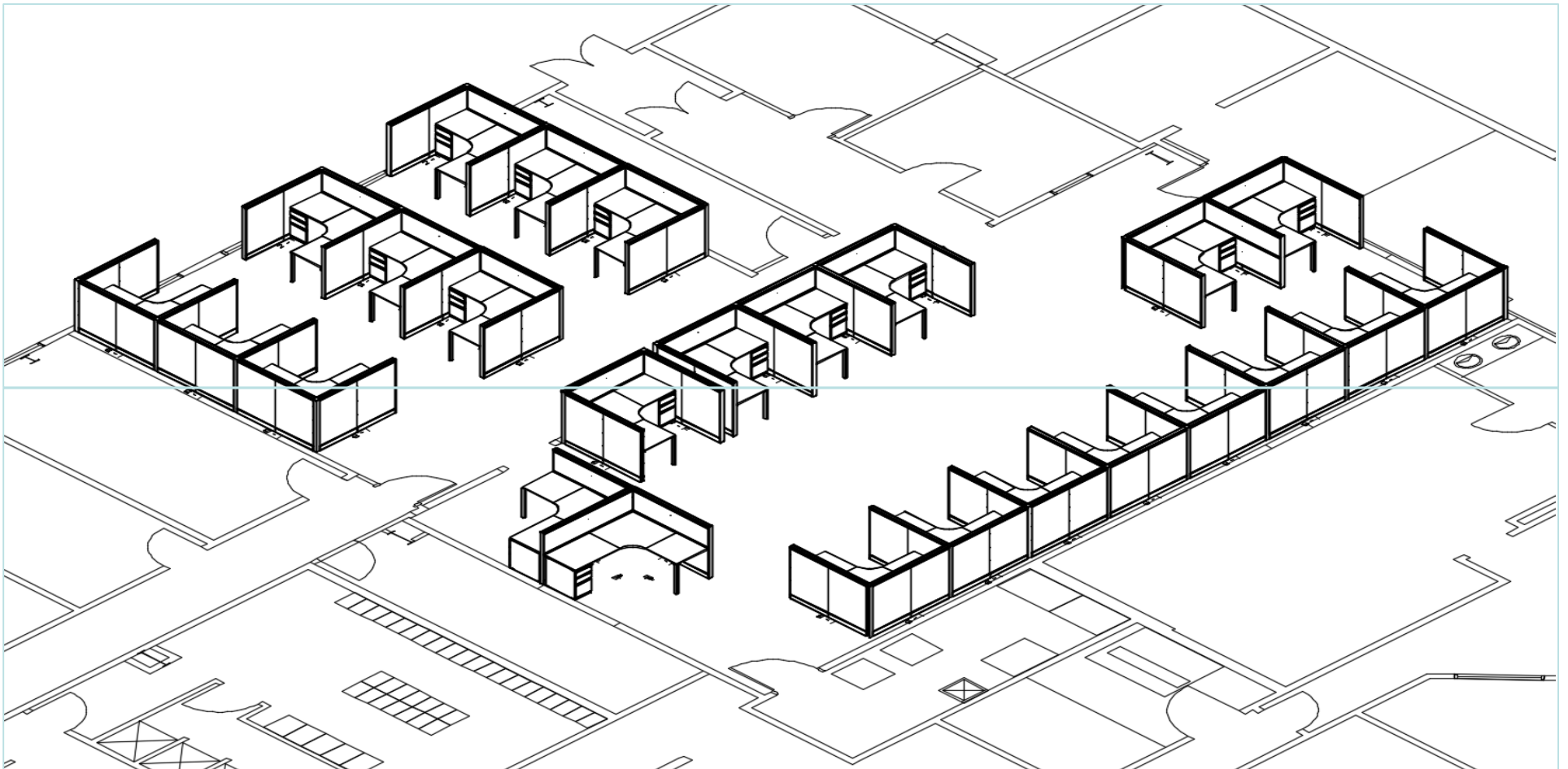
**STATUS:** *In-Progress / Ongoing*– As facility improvements are made to the primary and backup sites NFPA 1221 standards will be and incorporated.

## MCP POST-INCIDENT RECOMMENDATIONS:

### 4) BACKUP CENTER (cont'd)

- c) Vet the entire system with full load testing prior to next use (Section 4.2)

*STATUS: In-Progress* – Quotes have been obtained from our CAD vendor for assistance with a full failover and load test: [Target: 02/28/19]



## MCP POST-INCIDENT RECOMMENDATIONS:

Cincinnati Police Department's role and actions with ECC leadership to streamline internal communications and improvement of operational and technical elements.

1. CPD procedure updates to include requirements for officer training section of the ECC Action Plan.
  - Added 'unknown trouble' calls to procedure for responding to '911 Disconnect Calls' and '911 Silent Calls.'
  - Officers will call for additional information if unable to locate caller.
  - Officers will utilize the GPS App if they are unable to locate caller.
  - Officers will leave their vehicles to inspect areas on foot once they are within an appropriate distance to caller location.

## MCP POST-INCIDENT RECOMMENDATIONS:

**Cincinnati Police Department's role and actions with ECC leadership to streamline internal communications and improvement of operational and technical elements.**

2. Addition of an ECC training block to officer yearly in-service training. Allow ECC personnel to train officers on systems used and any updates.
3. Monthly ECC Governance meetings-LTC. Theetge meets with Jayson Dunn and Assistant City Manager Sheila Hill-Christian to discuss ECC updates and police role.
4. Daily open lines of communication with ECC leadership – maintain a positive working relationship.
5. GPS APP on all MDCs – allows officers to input caller coordinates to bring up location on a map.

## MCP POST-INCIDENT RECOMMENDATIONS:

Cincinnati Police Department's role and actions with ECC leadership to streamline internal communications and improvement of operational and technical elements.

6. Spotshotter integrated to CAD.
7. Automatic License Plate Reader available.
8. Officer location technology – working with Motorola to incorporate GPS tracking technology on officer radios.
9. Moving forward with Live Earth – technology that enables both dispatcher and field supervisors to track officer location.



# ECC Action Plan

*DISCLAIMER: The ECC Action Plan is an evolving document. New action items and modifications to existing action items, as well as relevant timelines, are added and adjusted as needed. Status updates for existing items are provided monthly by the Emergency Communications Center (ECC).*

## 70 ITEMS

APCO  
SHIFT WORK  
WORK ENVIRONMENT  
OFFICER TRAINING  
SYSTEMS

CAREER PATH  
TECHNOLOGY  
PRODUCTIVITY  
SOP  
ECS OVERSIGHT

QUALITY OF WORK  
TRAINING  
STAFFING  
VENDOR MGMT BACKUP  
SALARY & BENEFITS



## ECC ACTION PLAN ITEMS:

1. ASAP TO PSAP – *In Progress [Target Date: 03/31/19]*
2. RECRUIT, HIRE, TRAIN NEW EMPLOYEES – *In Progress*
  - TTY – *Complete*
  - TEXT-TO-911 – *In Progress [Target Date: 01/02/19]*
  - Policy Updates – *In Progress / Ongoing*
  - Call Taking Fundamentals – *In Progress / Ongoing*
3. REVIEW QA PROGRAM – *In Progress [Target Date: 02/28/19]*
4. CONDUCT TOTAL REVIEW OF POLICIES & PROCEDURES – *Complete*
5. IMPROVE PHYSICAL WORKSPACE – *In Progress – Chairs replaced, furniture replaced, carpet selected, murals ordered. [Target: 01/15/19]*

## ECC ACTION PLAN ITEMS:

6. REVIEW NEW HIRE TRAINING – *In Progress / Ongoing [Target: 01/27/19]*
7. CREATE A TRAINING TEAM – *In Progress [Target: Staffing Dependent]*
8. CONDUCT A SHIFT ANALYSIS ON 12 HOUR WORK DAYS - *Complete*
9. IMPROVEMENTS TO IN-CAR MAPPING CAPABILITIES - *Complete*
10. AUTOMATIC POLICE VEHICLE LOCATION – *In Progress [Target: Q2/2019]*
11. TEXT-TO-911 OFFICIAL ROLLOUT – *In Progress [Target: 01/02/19]*

## ECC ACTION PLAN ITEMS:

12. CALL FOR ADDITIONAL INFORMATION IF THEY CANNOT LOCATE CALLER –  
*Complete*
  
13. MANUAL WORKAROUND FOR CAD ISSUES - *Complete*
  
14. CONFIRM SUCCESSFUL RECORD IN CAD - *Complete*
  
15. CALL QUALITY REVIEW PROCEDURES – *Included in item #3*
  
16. INSURE ALL LOCATION INFORMATION IS VERBALLY COMMUNICATED  
FROM DISPATCHERS TO OFFICERS – *Complete*

## ECC ACTION PLAN ITEMS:

17. INSTITUTE SITUATIONAL REVIEW PROCESS – *In Progress*. No Longer using Q/A for review. Updating After Action Process w/ Staff de-brief.
  
18. CALL FOR ADDITIONAL INFORMATION IF THEY CANNOT LOCATE CALLER – *Complete*
  
19. ADDITIONAL TRAINING TO ENSURE THEY ARE EQUIPPED TO USE THE SYSTEM – *In Progress / Ongoing*
  
20. ENSURE THAT OFFICERS LEAVE THE VEHICLE TO INSPECT AREAS ON FOOT ONCE THEY ARE IN AN APPROPRIATE DISTANCE TO THE CALLER – *Complete*

## ECC ACTION PLAN ITEMS:

21. MISSION CRITICAL PARTNERS REPORT - *Complete*

22. 21CP REPORT - *Complete*

23. MCP STAFFING ANALYSIS – *Complete*

24. RECONFIGURE SPINNEY BACKUP SITE – *In Progress*

## STRUCTURES FOR OVERSIGHT:

- Law & Public Safety Committee
- ECC Governance
- ECC Stat
- Countywide 911 Planning Committee

# COMMENTS / QUESTIONS?

