

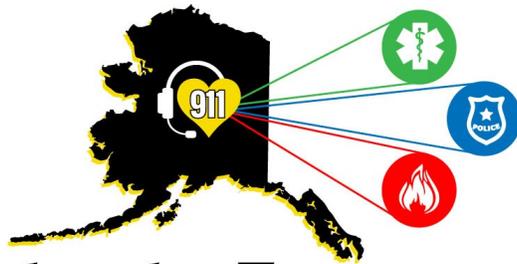
Fairbanks Emergency
COMMUNICATIONS CENTER

ANNUAL REPORT

2024

**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.....	http://fairbanksalaska.us/fecc

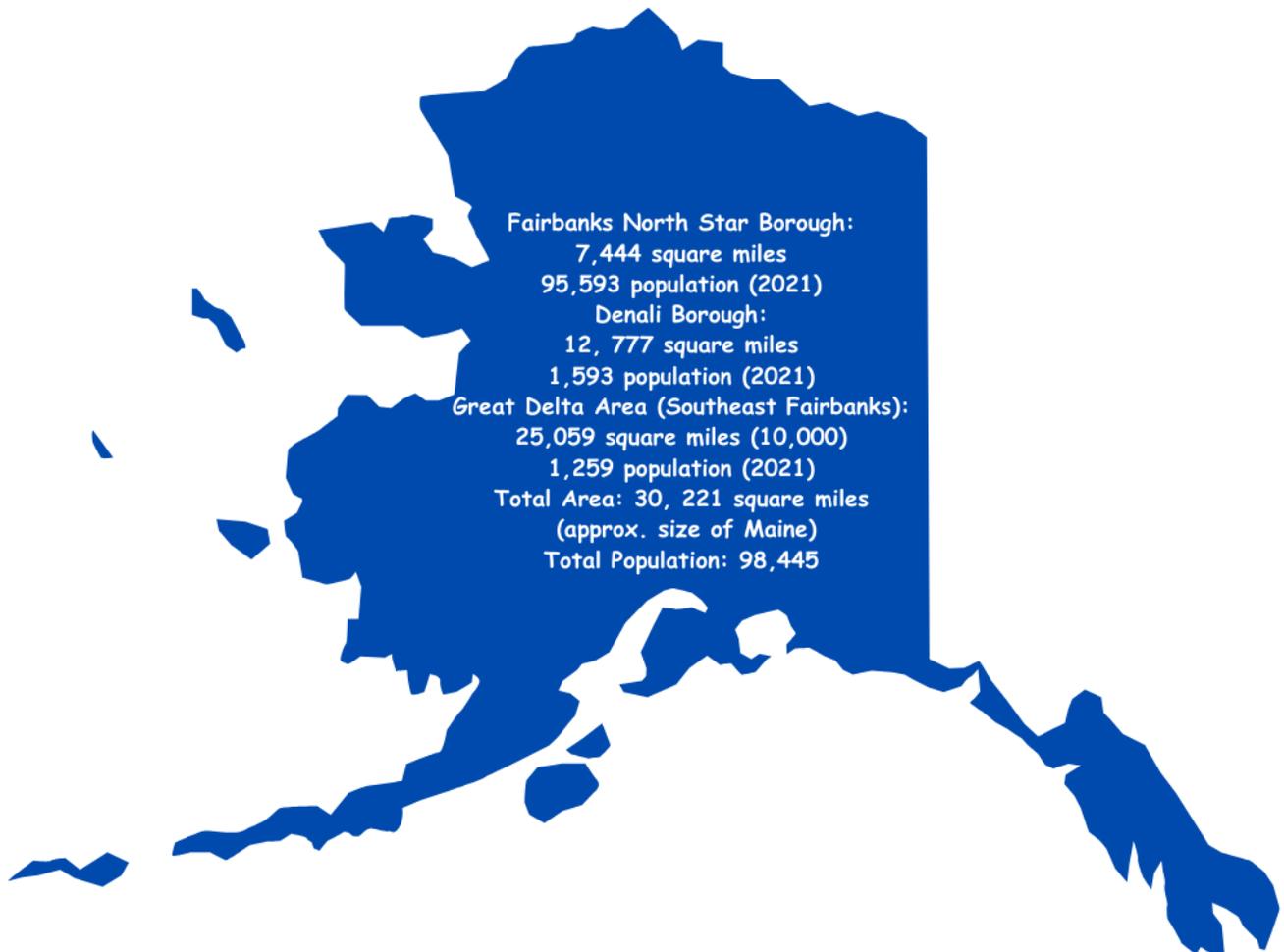


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Message from the Manager

Staffing continues to be a significant challenge for our agency. The year 2024 presents ongoing staffing difficulties. Burnout has been considerable as call demand persists despite inadequate staffing levels. While training new staff is crucial, it increases the workload during these shortages. We utilized many of our remote workers to alleviate burnout for those in the center on a daily basis. As other agencies faced staffing issues, they reduced their call types or personnel; however, this approach shifted the workload to our center. The need for service calls remains, even if an agency is not responding.

Working in a dispatch center can evolve throughout one's career. We are involved in some of the most difficult moments in people's lives, which can take a toll on individuals. Additionally, changes in personal lives can impact work dynamics. Early career goals may shift as personal circumstances change over time. This job demands constant presence, regardless of the day or time, posing a substantial challenge alongside job requirements.

We must be highly adaptable to the environment and the expectations placed on 911 dispatchers by agencies and the public. This role requires continuous learning and adaptation. Any changes within one of our agencies necessitate adjustments in our procedures as well.

FECC continually seeks ways to enhance the resilience of our center against environmental factors that could disrupt operations. A previous power outage affected our building when our backup systems failed; since then, we have rectified and upgraded all backup systems. We have repaired our generator, installed new UPS systems, and purchased an additional portable backup generator.

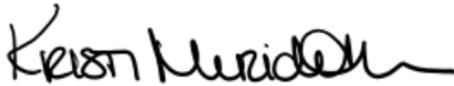
Furthermore, we developed a strategy to reduce reliance on our physical building by becoming early adopters of One Solution CAD in the cloud. This approach is more cost-effective and decreases dependency on our building. Traditionally, replacing servers required duplicates at a backup facility, entailing costs and challenges such as temperature control, physical space, and

Message from the Manager cont.

security. Relying on another agency for server hosting also introduced dependencies on their IT and mechanical staff. Hence, moving to the cloud emerged as the most cost-effective solution for our center.

Our staffing levels being low does not alter the level of service or education training we provide to our community and responders. We continue to complete our monthly Continuing Dispatch Education (CDE). According to our IAED Protocols, there is a specific amount of CDE required, which FECC exceeds consistently. Additionally, we must stay up-to-date with industry standards for our agency and those we serve. As their departments evolve, we must be able to adapt accordingly

As our center moves forward to the future we want to ensure we are providing the best service to our responders and the public we serve.



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.

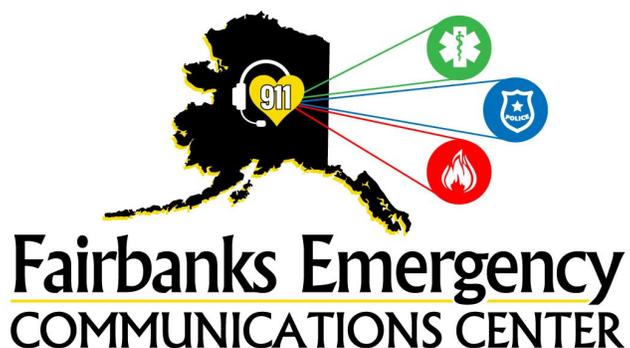
Service: We will do everything we can to serve the public well and with compassion.

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.



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 Department.
- 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 APSIN and NCIC 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.
- Process and complete no suspect minor theft, vandalism, and lost/found property reports.
- Process incoming court paperwork, mail, and distribution of incoming mail and packages.
- Process traffic citations for FPD.
- Scan supporting documents for Fairbanks Police Department.

Administrative Staff and Leadership

Administration



Kristi Merideth,
Dispatch Manager



Brenda Geier
Operations
Manager



Tundra Greenstreet
Administrative
Assistant

Shift Supervisors



Jess Camacho
Shift Supervisor
(Acting)



Jessie Lenahan
Shift Supervisor



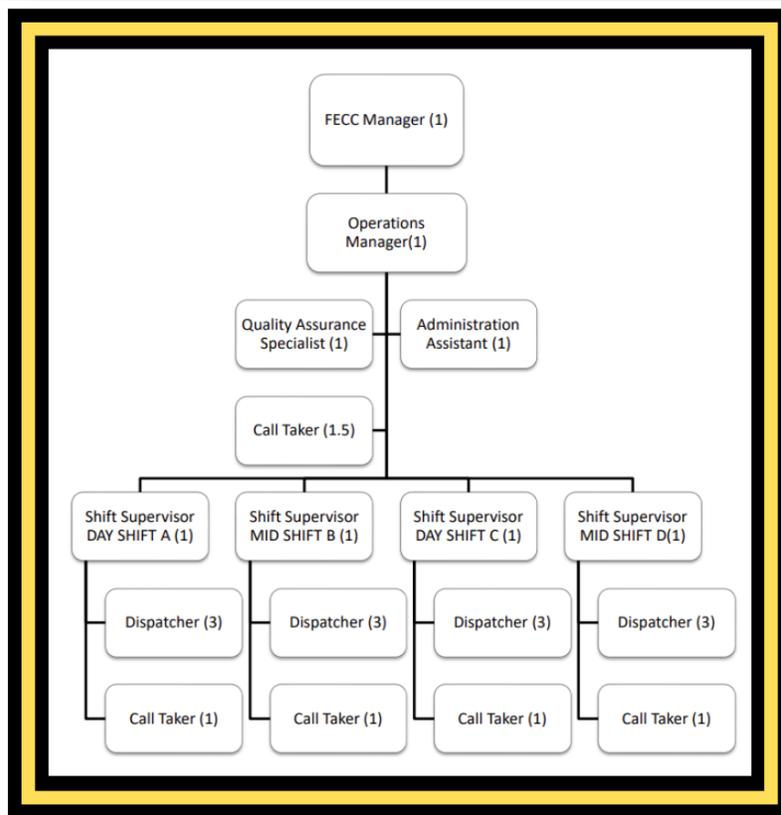
Jes Merrion
Shift Supervisor
(Acting)



Kaleigh Sparks
Shift Supervisor



Sara Sandbo
Shift Supervisor



Dispatchers

Jennifer Klink
Jessi Martellaro
Hannah Brant
Jessica Merrion
Jessica Udarbe

Call Takers

Gracie Davis
Katelynn Greenwood
Samantha Kincheloe

Employment Activity

Retirements:

Promotions:

Brenda Geier	10/1/2024
Jessie Lenahan	10/1/2024
Kaleigh Sparks	10/1/2024

Completed Communications Training:

Katelynn Greenwood	1/1/2024
Qianqian Zhou	5/1/2024
Jessica Udarbe	8/8/2024

New Employees:

Qianqian Zhou	3/1/2024
Samantha Kincheloe	3/1/2024
Tundra Greenstreet	4/16/2024
Jackie Conrad	8/1/2024
Heaven De Los Santos	9/16/2024
Kylie Mejia	12/16/2024
Eric Bartnik	12/16/2024

Resignations:

Hannah Brant	8/23/2024
Sara Sandbo	10/5/2024

Dispatch Awards and Recognition

After attending the Communications Center Manager (CCM) program through Fitch & Associates, Brenda Geier, Kaleigh Sparks, and Jess Camacho participated in Navigator. Navigator is a conference hosted by the International Academy of Emergency Dispatch, held in Baltimore, MD.

In October, Kaleigh Sparks and Jessi Martellaro completed training to become CPR instructors. All our staff members are certified in CPR at the BLS level. This not only enhances the capabilities of our team but also increases the availability of CPR instructors within the community.



In November, Jess Camacho and Kaleigh Sparks attended a week-long NENA-certified trainer (CTO) course in California. Trainers are essential for our training program. Dispatchers must learn many aspects of the job, and since everyone learns differently, we need effective trainers to support diverse learning styles.



On December 15, 2024, at 08:27, Jessie Lenahan assisted in delivering a baby girl. The father was guided by dispatch instructions while awaiting the ambulance.

Years of Service in 2024

The Dispatch Manager reached 21 years of service with the dispatch center. Ending the year with 3 employees with over 20 years of experience, 1 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 2024:

- 61 applications were submitted for the dispatch position
- 23 took the Select Advantage exam
- 9 took the CritiCall exam (laterals from out of state were not required to test)
- 8 conditional job offers were made
- 8 sent to background
- 7 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 phase is focused 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 multiple 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 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 6 dispatchers who were certified to be trainers. At years end we had a total of 5 certified trainers. Two of the trainers are also Quality Assurance certified.

Participating Entities

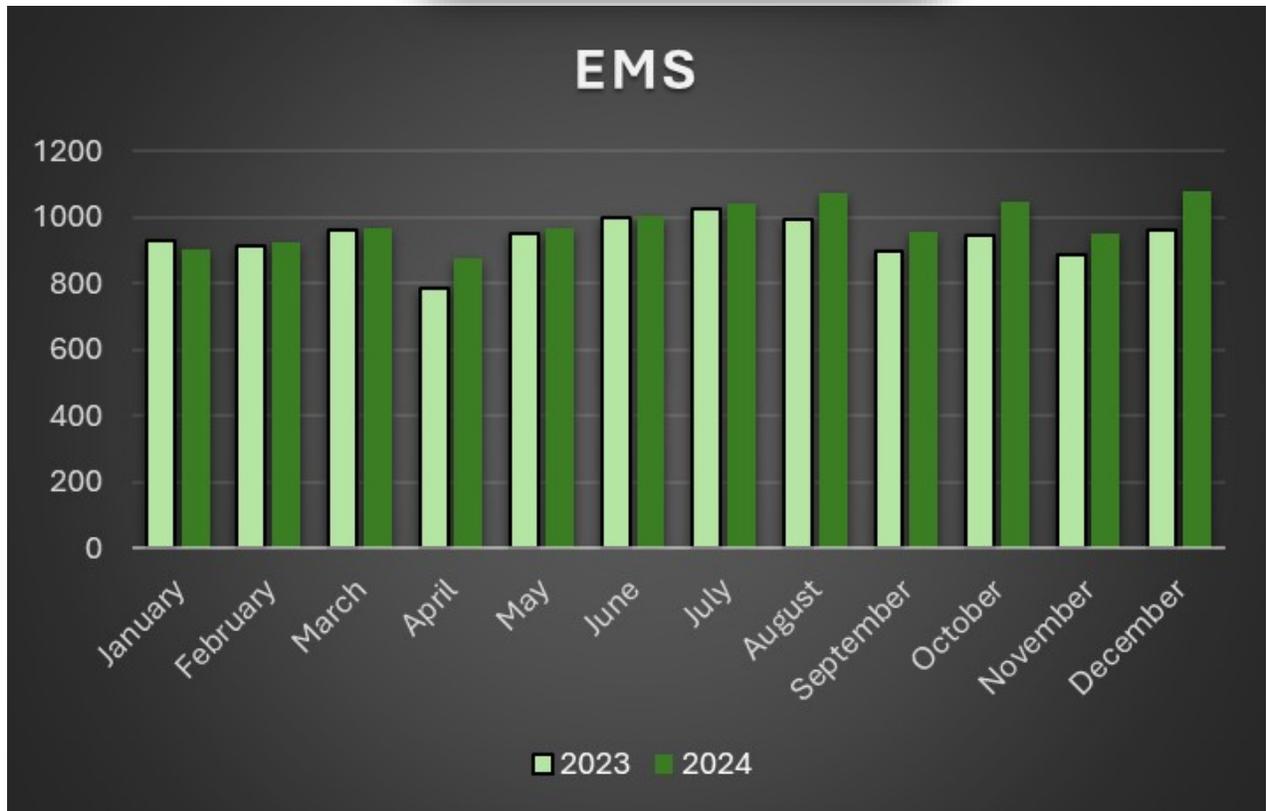
City of Fairbanks
City of North Pole
Fairbanks North Star Borough
City of Delta
Denali Borough/DESA
Nenana

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

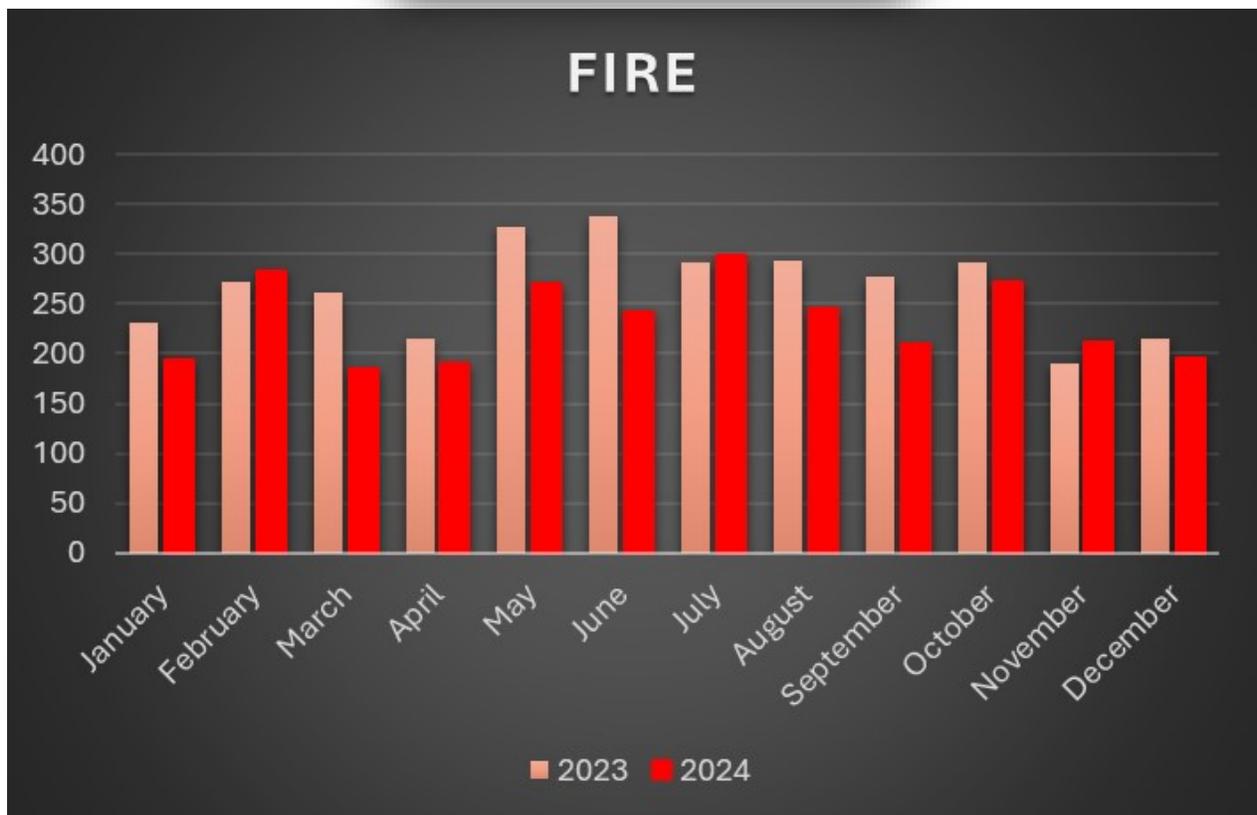
Calls for Service by Month

EMS	2023	2024	Difference
January	927	901	-26
February	915	925	10
March	963	968	5
April	787	878	91
May	952	965	13
June	997	1003	6
July	1027	1044	17
August	996	1075	79
September	898	955	57
October	943	1048	105
November	888	953	65
December	964	1080	116
Total	11,257	11,795	538



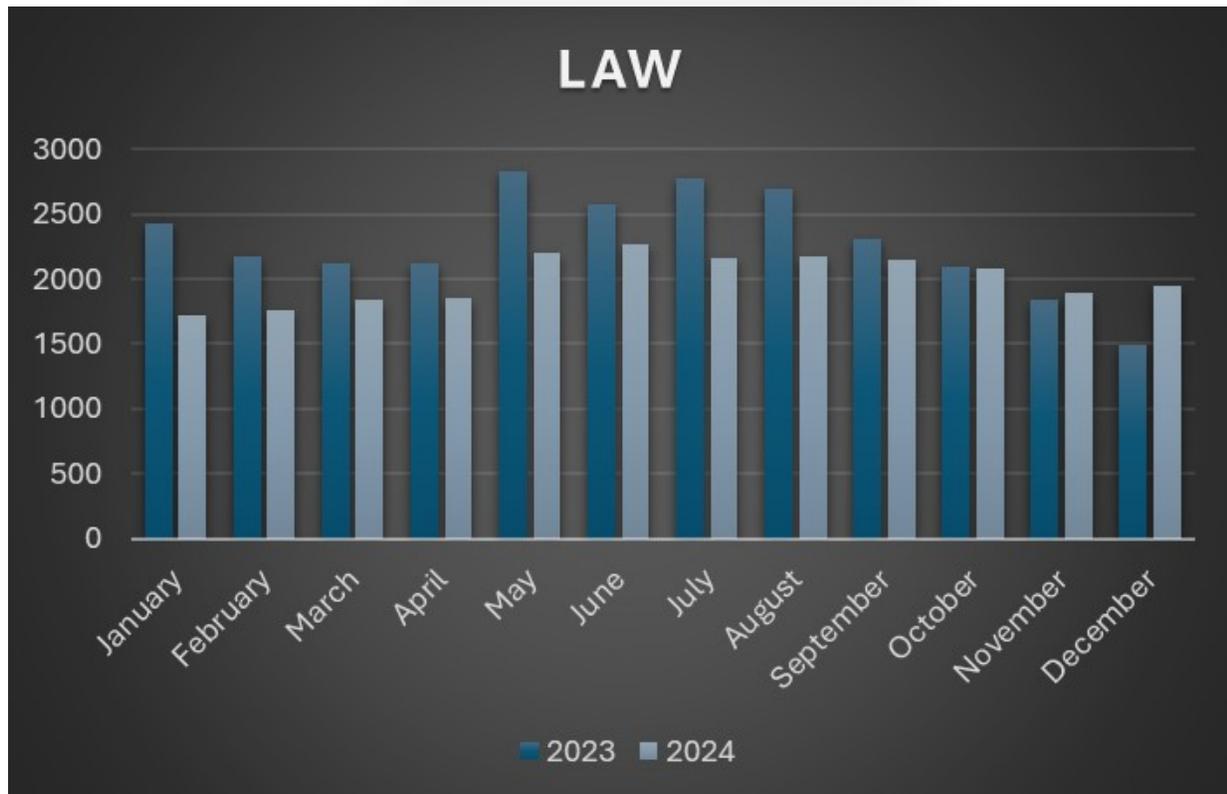
Calls for Service by Month

Fire	2023	2024	Difference
January	231	194	-37
February	273	283	10
March	262	185	-77
April	216	191	-25
May	328	270	-58
June	339	241	-98
July	292	299	7
August	293	246	-47
September	277	210	-67
October	292	273	-19
November	190	211	21
December	215	196	-19
Total	3,208	2,799	-409

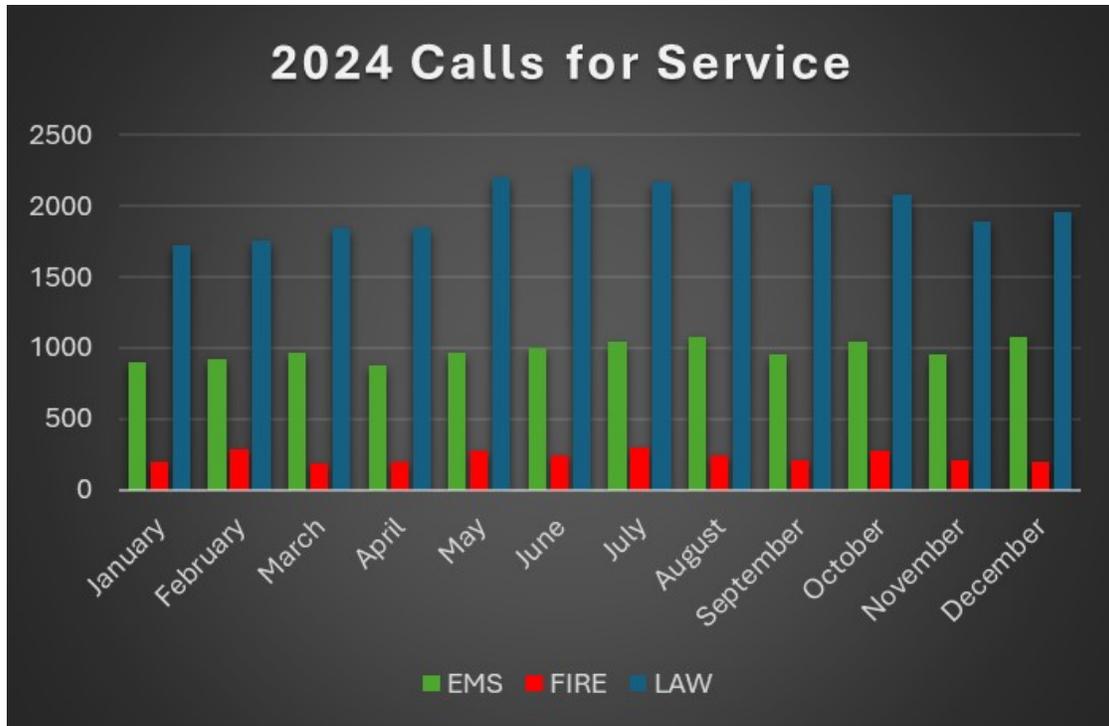


Calls for Service by Month

Police	2023	2024	Difference
January	2435	1719	-716
February	2180	1758	-422
March	2127	1842	-285
April	2121	1851	-270
May	2829	2207	-622
June	2579	226	-313
July	2777	2168	-609
August	2694	2169	-525
September	2309	2145	-164
October	2309	2145	-164
November	1846	1889	43
December	1495	1953	458
Total	27,490	24,046	-3,444



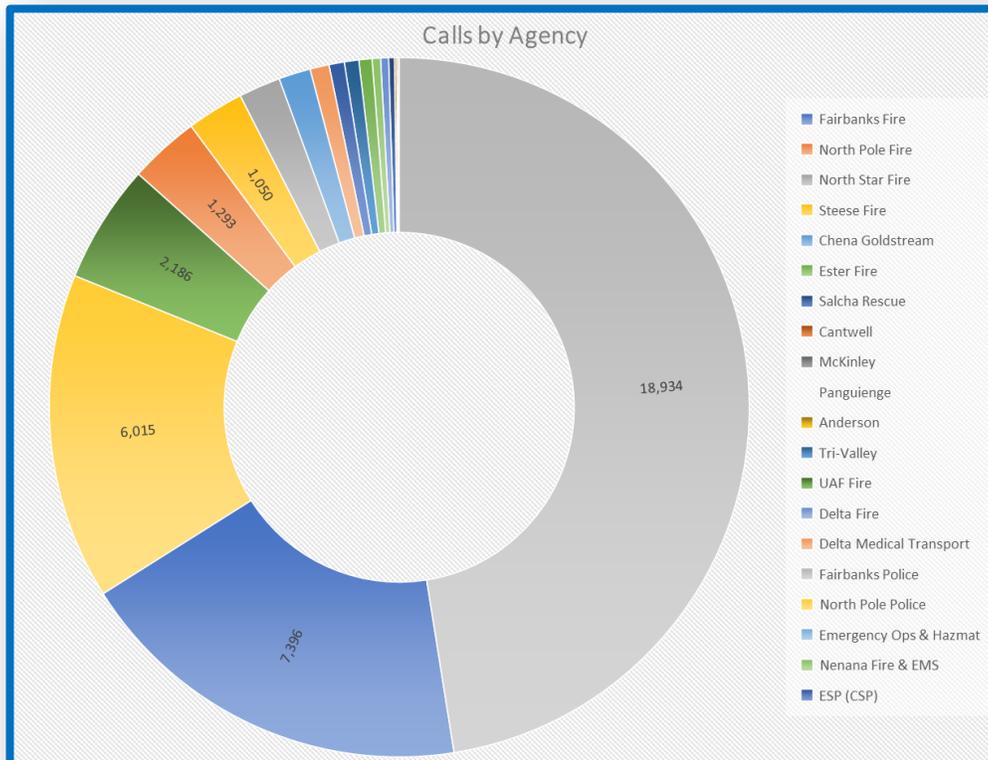
Calls for Service by Month



2024	EMS	Fire	Law
January	901	194	1719
February	925	283	1758
March	968	185	1842
April	878	191	1851
May	965	270	2207
June	1003	241	2266
July	1044	299	2168
August	1075	246	2169
September	955	210	2145
October	1048	273	2079
November	953	211	1889
December	953	211	1889
Total:	11,795	2799	24,046

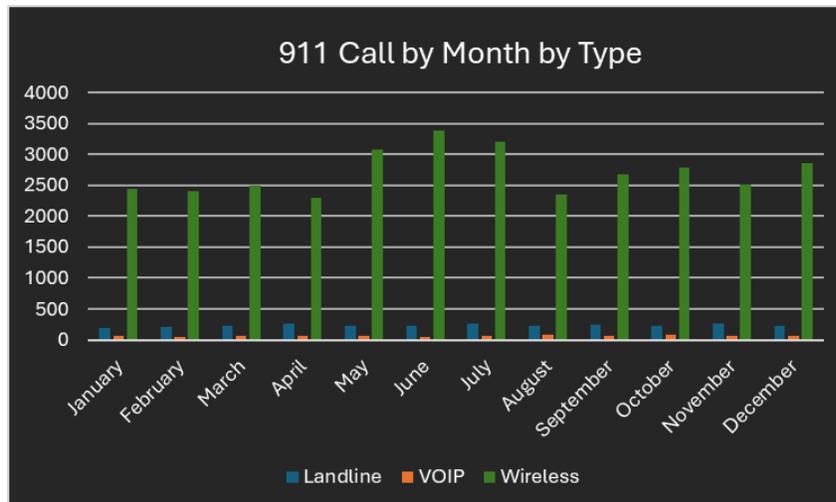
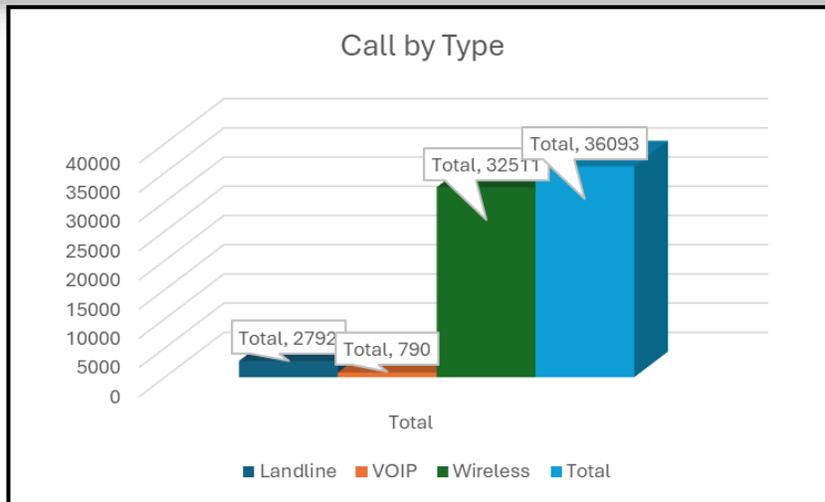
Calls for Service by Agency

Agency	Calls	Percent-
Fairbanks Fire	7,396	18.6%
North Pole Fire	1,293	3.2%
North Star Fire	771	1.9%
Steese Fire	1,050	2.6%
Chena Goldstream	585	1.5%
Ester Fire	241	0.6%
Salcha Rescue	107	0.3%
Cantwell	29	0.1%
McKinley	15	0.0%
Panguingue	0	0.0%
Anderson	39	0.1%
Tri-Valley	267	0.7%
UAF Fire	2,186	5.5%
Delta Fire	145	0.4%
Delta Medical Transport	353	0.9%
Fairbanks Police	18,934	47.5%
North Pole Police	6,015	15.1%
Emergency Ops & Hazmat	4	0.0%
Nenana Fire & EMS	156	0.4%
ESP (CSP)	281	0.7%
TOTAL	39,867	



911 Call Type by Month of the Year

MONTH	LANDLINE	VOIP	WIRELESS	TOTAL
JANUARY	194	66	2437	2697
FEBRUARY	209	53	2415	2677
MARCH	219	72	2491	2782
APRIL	256	70	2301	2627
MAY	228	65	3076	3369
JUNE	223	51	3381	3655
JULY	265	73	3197	3535
AUGUST	233	75	2352	2660
SEPTEMBER	240	69	2686	2995
OCTOBER	223	75	2795	3093
NOVEMBER	267	57	2522	2846
DECEMBER	267	57	2522	2846
TOTAL	235	64	2858	3157



911 Calls by Call Answer Interval

National Emergency Number Association (NENA)

911, What is the location of the emergency?

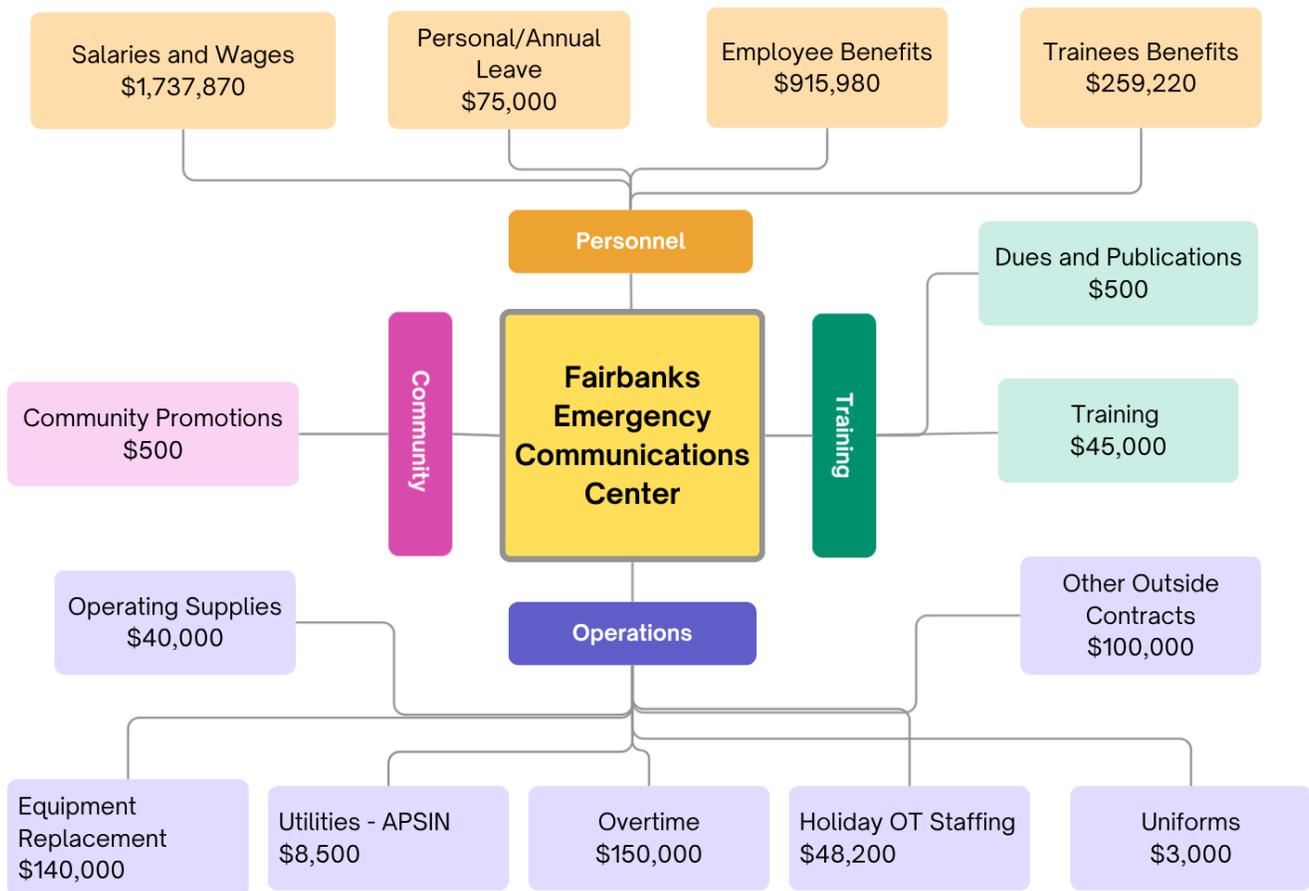
NENA re-evaluates their call processing standards. The newest release of standards is June 25, 2020. The new standards were engaged both by NFPA (National Fire Prevention Assoc.) and APCO to ensure harmonization of standards.

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 previous requirements and therefore our chart reflects the previous standards.

9-1-1 ANSWER TIMES													Year Average
10 Seconds or less (Minimum Standard = 90%)	95.3%	94.9%	95.8%	94.8%	93.5%	93.8%	94.3%	91.5%	95.5%	93.5%	93.4%	91.8%	94.0%
20 Seconds or less (Minimum Standard = 95%)	94.9%	94.4%	97.9%	97.1%	96.6%	96.1%	97.0%	94.7%	98.7%	96.3%	96.5%	95.1%	96.7%
Greater than 20 Seconds	2.4%	2.6%	2.1%	2.9%	3.4%	3.9%	3.0%	5.3%	1.3%	3.7%	3.5%	4.9%	3.3%

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 access to 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 2024 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 and 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.

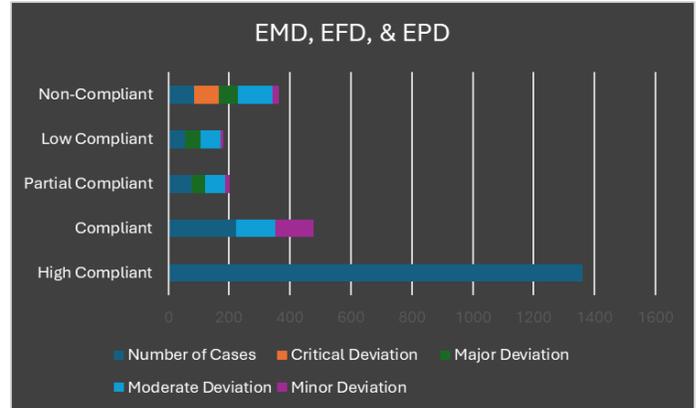
Processing calls for service is not always easy, it takes training, practice, and feedback. Along with our protocols, we have a Quality Assurance (QA) Team that is trained to evaluate our calls for service. Feedback is given to the Dispatcher and their immediate Supervisor in a written report. There 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. This was quite the accomplishment for our center. We were the first in the state of Alaska to receive accreditation.

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 receive a score with a non-compliant are received across 3 disciplines within a 4-month period, the Dispatcher will meet with their Supervisor to review errors and create a plan for improvement.

Quality Assurance Statistics

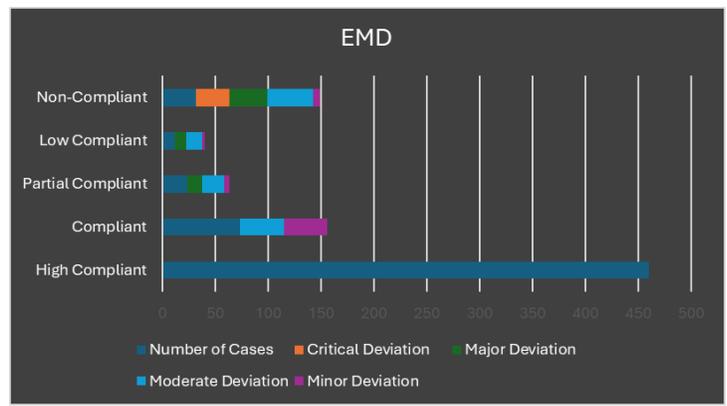
EMD, EFD, and EPDD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	1359	0	0	0	0
Compliant	224	0	0	127	126
Partial Compliant	76	0	45	67	15
Low Compliance	54	0	53	64	9
Non-Compliant	85	82	62	113	21
Totals	1798	82	160	371	171



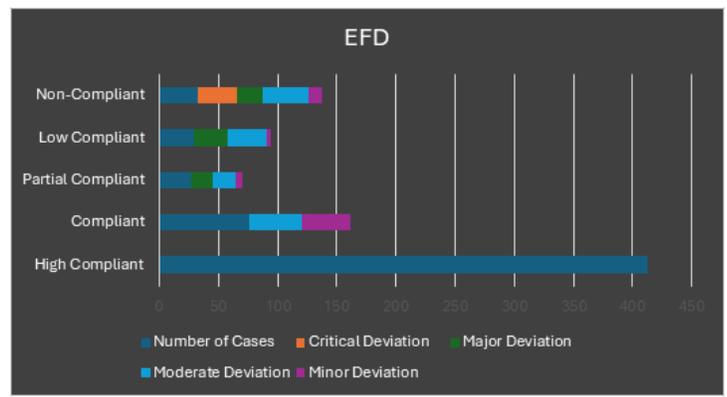
EMD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	460	0	0	0	0
Compliant	74	0	0	41	41
Partial Compliant	24	0	14	21	5
Low Compliance	12	0	11	15	2
Non-Compliant	32	32	35	44	6
Totals	602	32	60	121	54



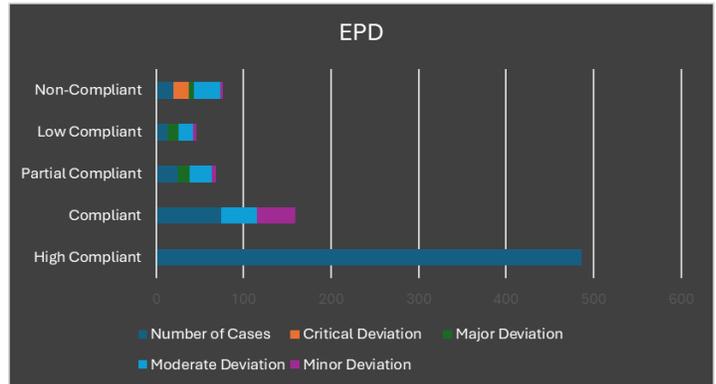
EFD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	413	0	0	0	0
Compliant	76	0	0	45	41
Partial Compliant	27	0	18	20	5
Low Compliance	29	0	29	33	3
Non-Compliant	33	33	21	39	12
Totals	578	33	68	137	61



EPD

Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	486	0	0	0	0
Compliant	74	0	0	41	44
Partial Compliant	25	0	13	26	5
Low Compliance	13	0	13	16	4
Non-Compliant	20	17	6	30	3
Totals	618	16	32	113	56



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 simultaneously with the dispatch of advanced medical care. The app also directs these rescuers to the exact location of nearby AEDs.

CPR Notifications originated from FECC

2024			
January	5	July	10
February	11	August	16
March	10	September	9
April	10	October	13
May	11	November	15
June	12	December	8
Total: 130			

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 including hand on practical.

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 2025

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. Implement 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 locations 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. Continue building the mobile dispatch center to function as a stand-alone center.
8. Comply with NENA's standards for call answering; change greeting to :Fairbanks 911, what is the location of the emergency?"

Projects for 2025

1. Complete plans for FECC backup center or mobile command center.
2. Create multi-level agreements with local and others state facilities as back-ups center.
3. Establish policies and procedures for radio QA program and implement program.
4. Upgrade the current center with our capital replacement funds.