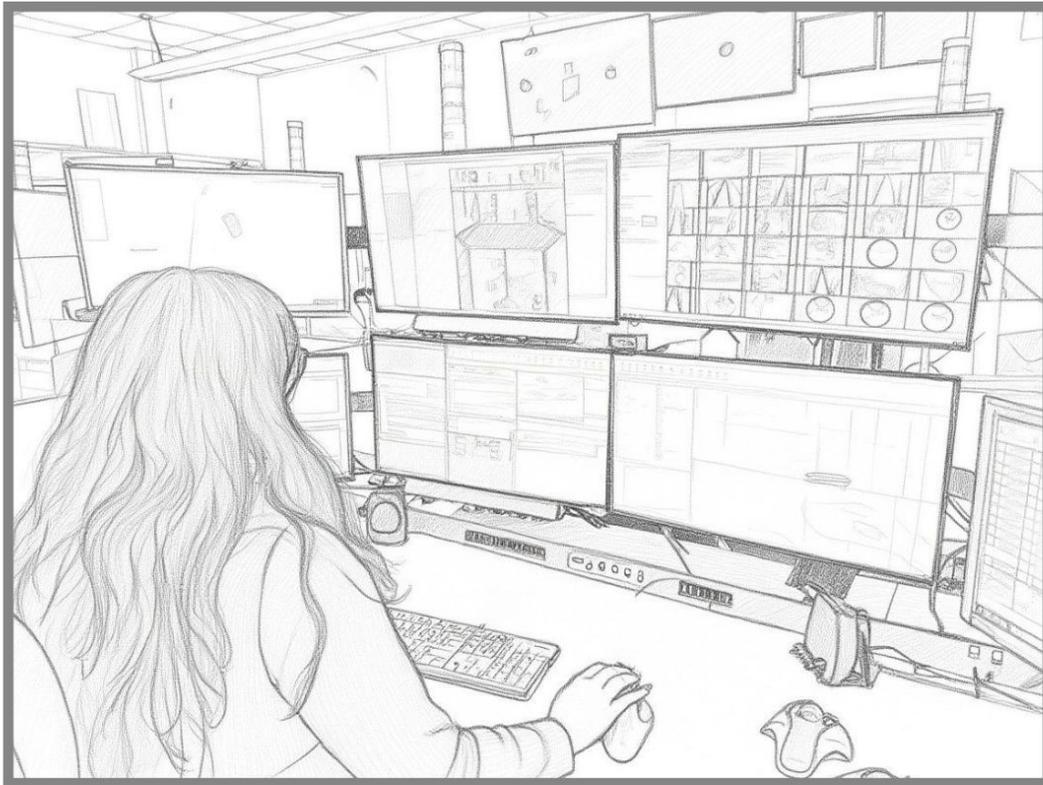


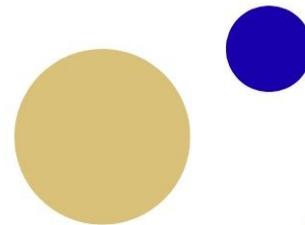
Fairbanks Emergency Communications Center



2025



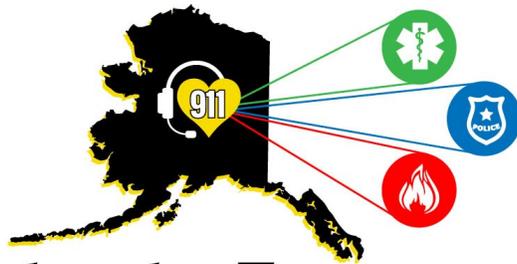
ANNUAL REPORT



PREPARED BY: **KRISTI MERIDETH**

 907-450-6588

 911 Cushman St., Fairbanks



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://fairbanks.gov/fecc

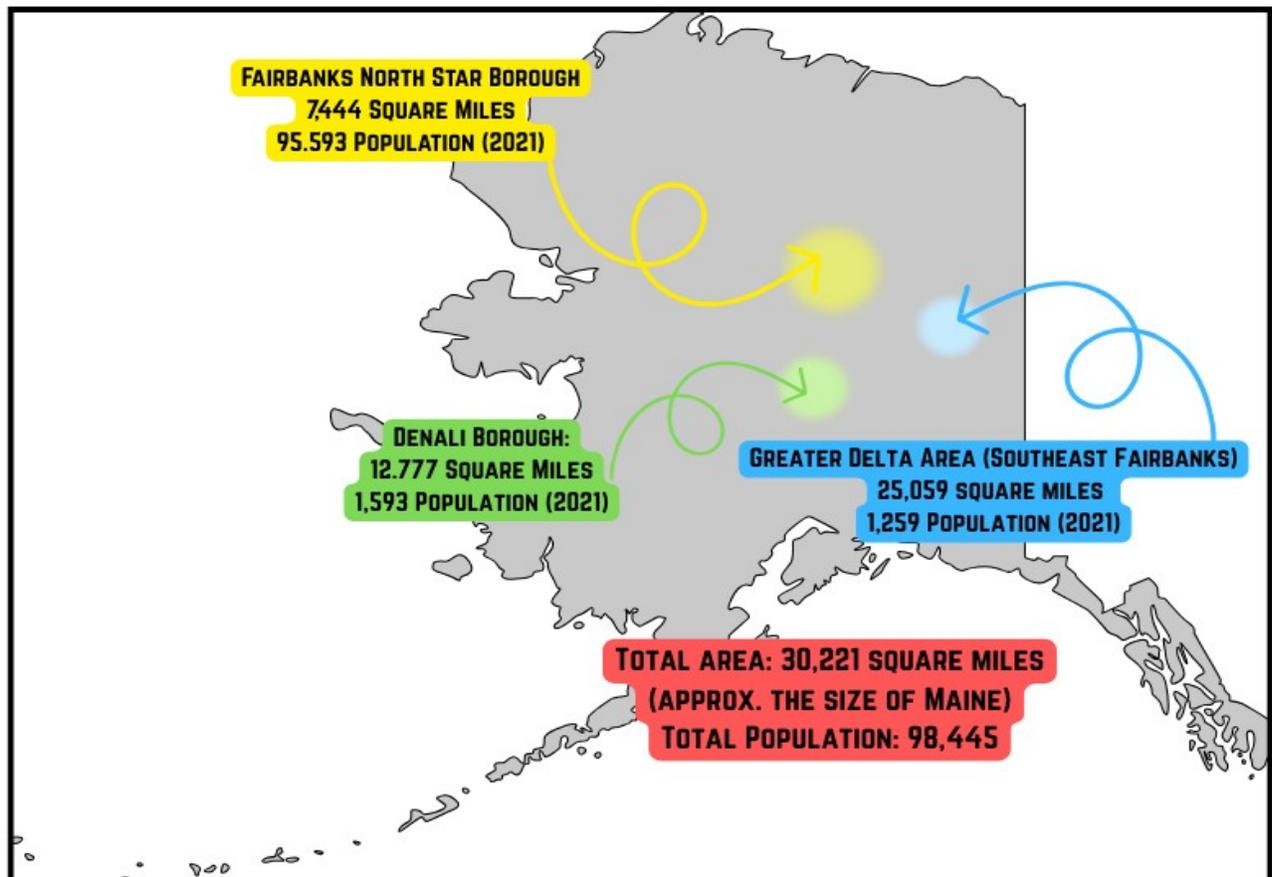


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Message from the Manager

As we reflect on the past year, it is clear that 2025 has been a period of significant growth and transformation for our organization. I am pleased to share some of the key highlights and changes that have taken place over the course of the year.

One of the most notable developments has been the increase in our staffing levels. We have seen a substantial number of individuals successfully complete their training, resulting in a stronger and more capable workforce. This achievement is a testament to the dedication and hard work of our training team and the commitment of our new employees.

In addition to bolstering our staff, we have successfully filled all of our shift supervisor positions. Notably, one of these new supervisors joined us as a lateral transfer from another local agency. This addition brings a wealth of experience and fresh perspectives to our team, and we are excited to see the positive impact they will make in their new role.

While we celebrate these advancements, we also bid farewell to one of our esteemed shift supervisors, who has resigned to take on the role of Dispatch Manager at her own center in Maine. Although her departure is a loss for our center, we are incredibly proud of her accomplishment. Her new position is a testament to her exceptional knowledge and skills, and it is a source of pride for us to see our personnel advance to such leadership roles.

One of our most groundbreaking achievements has been the migration of our Computer-Aided Design (CAD) system to the cloud. This move marks a historic milestone as we became the first agency on this platform to transition to the cloud.

This strategic development is not merely about embracing the latest technology; it is a calculated decision aimed at lowering operational costs and enhancing redundancy. By leveraging cloud technology, we are ensuring that our systems are more resilient and capable of maintaining high performance and availability, even in the face of unexpected challenges.

Message from the Manager cont.

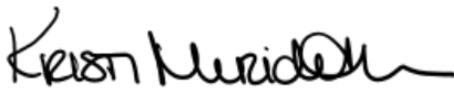
As the world continues to advance rapidly in technology, it is imperative for us to adapt and keep pace with these changes. Our commitment to innovation and modernization is unwavering, and we are dedicated to providing our clients and partners with the most efficient and reliable services possible.

We anticipate that these technological advancements will not only streamline our operations but also position us at the forefront of our industry. We are confident that with our continued focus on innovation, we will achieve even greater success in the coming years.

Looking ahead, we remain committed to our mission of providing exemplary service to our community. The changes and progress made in 2025 have laid a solid foundation for continued growth and success. We will continue to invest in our staff, enhance our training programs, and strengthen our operations to meet the evolving needs of those we serve.

I would like to extend my heartfelt gratitude to each member of our team for their hard work, dedication, and resilience over the past year. Your contributions are the driving force behind our achievements, and I am confident that together, we will continue to reach new heights in the coming year.

Thank you for your ongoing support and commitment to our organization. We look forward to another successful year ahead.



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.

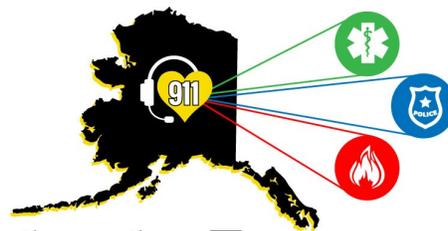
Service: We will do everything we can to serve the public well and with compassion.

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



Brenda Geier
Operations Manager



Tundra Greenstreet
Administrative
Assistant

Shift Supervisors



Jess Camacho
Shift Supervisor



Jessie Lenahan
Shift Supervisor



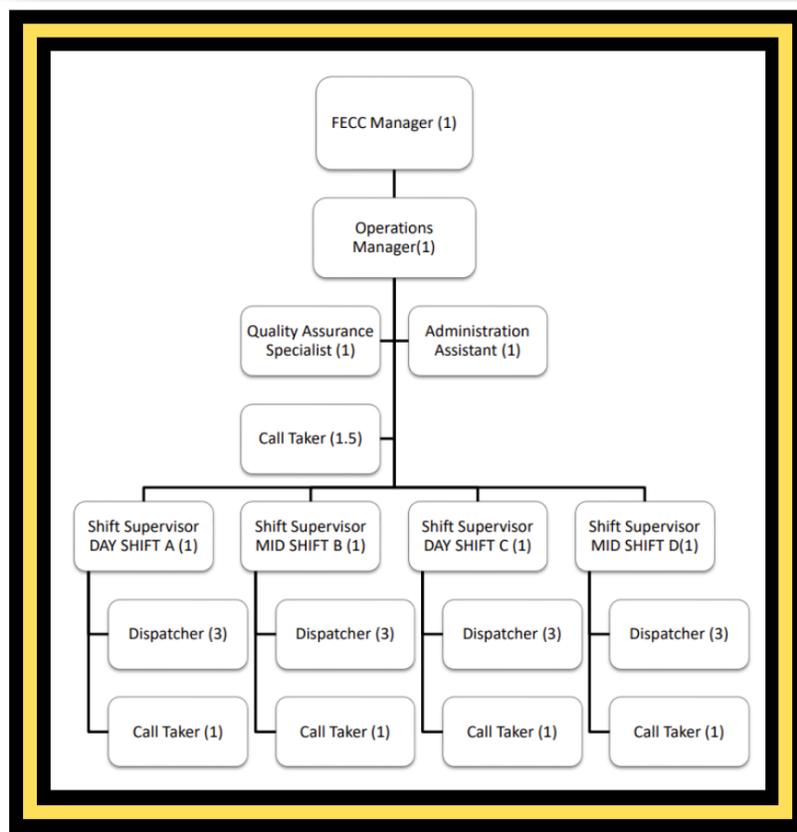
Jessi Martellaro
Shift Supervisor



Martie Orem
Shift Supervisor



Kaleigh Sparks
Shift Supervisor



Dispatchers

Jessica Merrion
Jessica Udarbe
Jackie Conrad
Kylie Mejia
Qian Zhou

Call Takers

Samantha Kincheloe
Emily Goffredo

Employment Activity

Retirements:

Promotions:

Brenda Geier	11/1/2025
Jessi Martellaro	2/1/2025
Jess Camacho	10/1/2025

Completed Communications Training:

Jackie Conrad	5/16/2025
Kylie Mejia	9/18/2025

New Employees:

Gabbie O'Dell	1/1/2025
Nicole Miller	5/1/2025
Clara Jones	6/1/2025
Kyle Hicks	6/1/2025
Andrew Forbes	8/16/2025

Resignations:

Kyle Hicks	6/4/2025
Jessie Lenahan	9/12/2025
Jamie Seems	11/20/2025
Emily Goffredo	12/10/2025

Dispatch Awards and Recognition

As a dispatcher, the nature of the job ensures that every moment is filled with uncertainty and anticipation. From the moment the phone rings, we are thrust into a world where the outcome of the call is unknown. It could be anything — a prankster seeking amusement, a passerby asking for a phone number, or a lost soul in need of direction.

Then there are the calls that demand immediate and profound intervention. A structure fire blazing through a neighborhood, a victim desperately seeking help after a crime, or even a new life entering the world as a baby is born. Each call carries its own weight and urgency, each voice on the other end a story waiting to unfold.

Brenda faced a challenging 911 call involving a murder suspect who was pretending to be a witness. During the interrogation, Brenda sensed inconsistencies in the caller's story, which led her to believe that the individual was not being truthful. Trusting her instincts, she utilized the Rapid SOS technology to track the caller's location and the "bread crumbs" he left behind as he moved away from the crime scene. Brenda's resourceful use of this technology was instrumental in not only locating the suspect but also in discovering the weapon discarded along his path. Her actions directly contributed to the swift resolution of the case and ensured that justice was served.



While not everyone may have the chance to experience it, those who do often cherish it as a defining moment. It's a reminder of the incredible impact we can have on people's lives and the moments of pure joy that make all the hard work worthwhile. Each time a baby is born, it's a celebration of the miracle of life. The room fills with a unique energy, and everyone present feels honored to be part of such a significant event. It's a reminder that amidst the challenges and tough times, there are moments that make it all worth it.

Congratulations to Jessi for delivery a baby girl, and Andrew delivering a baby boy!



When faced with an emergency, quick thinking and the right knowledge can make all the difference. This was brilliantly demonstrated by Jess, whose expertise in CPR helped save a man's life.

One ordinary day took a dramatic turn when a husband suddenly experienced chest pain and collapsed in front of his wife and a family friend. As panic set in, the wife and their friend wasted no time; they immediately called 911 and began performing CPR, driven by sheer determination to save their loved one.

On the other end of the line was Jess, a seasoned professional well-versed in emergency response protocols. Utilizing her extensive training and calm demeanor, Jess expertly guided the caller through each critical step of administering CPR. Her clear instructions and unwavering support empowered the wife and the family friend to perform the life-saving procedure effectively.

Years of Service in 2025

The Dispatch Manager reached 22 years of service with the dispatch center. Ending the year with 3 employees with over 20 years of experience, 1 with over 5 years experience, 14 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 2025:

- 139 applications were submitted for the dispatch position
- 136 were offered the CritiCall testing
- 83 took CritiCall
- 65 were offered the Select Advantage exam
- 54 took the Select Advantage exam
- 39 were interviewed
- 22 considered for background
- 18 were given background offers (conditional offers)
- 11 were sent to background
- 6 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 phase 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 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 7 dispatchers who were certified to be trainers. At years end we had a total of 8 certified trainers. Two of the trainers are also Quality Assurance certified.

Participating Entities

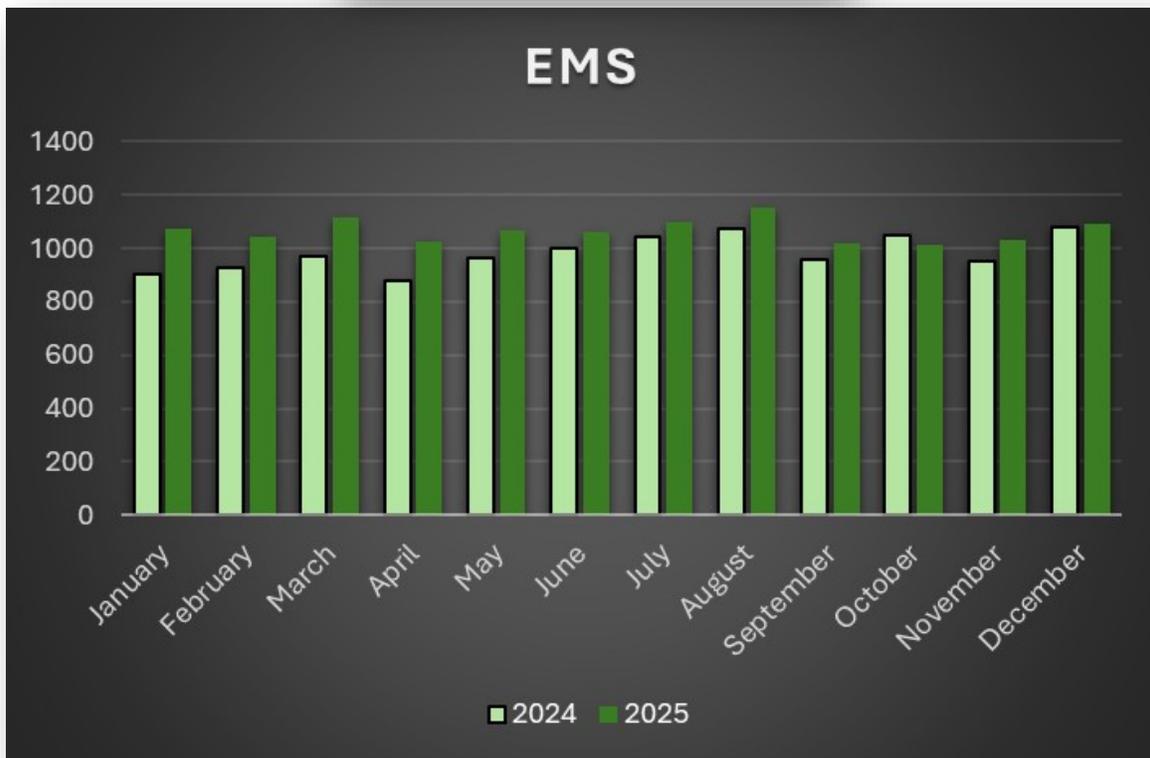
City of Fairbanks
City of North Pole
Fairbanks North Star Borough
City of Delta
Denali Borough/DESA
Nenana

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

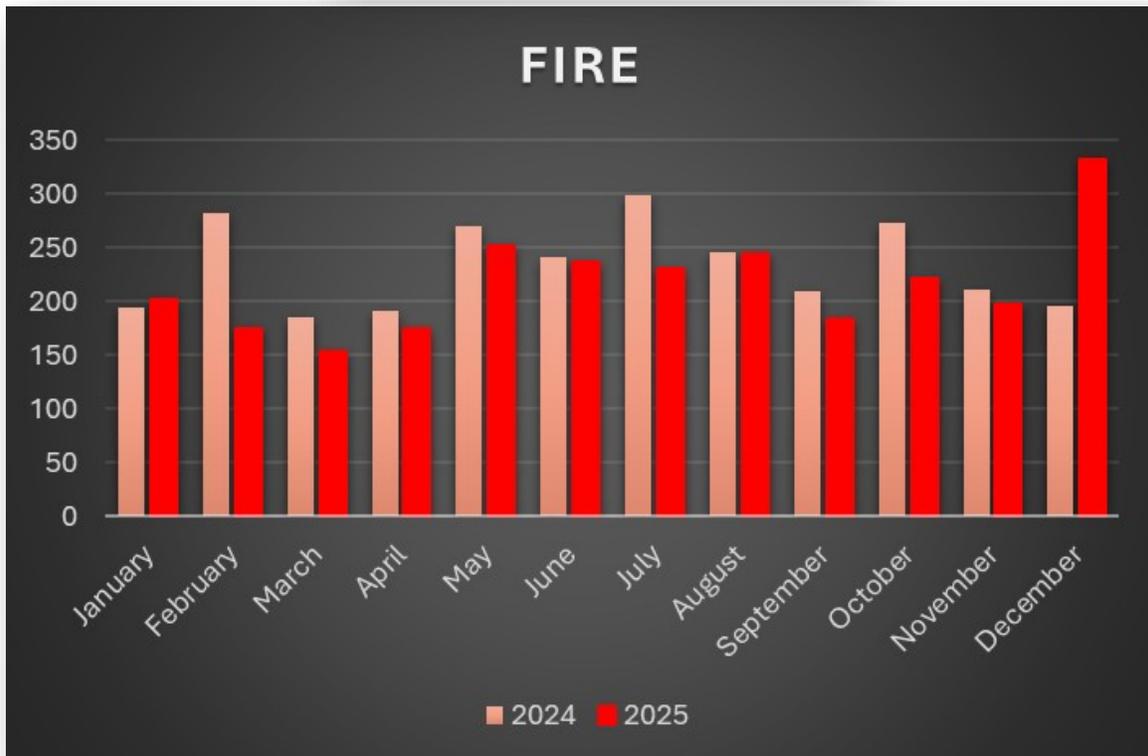
Calls for Service by Month

EMS	2024	2025	Difference
January	901	1071	170
February	925	1042	117
March	968	1119	151
April	878	1023	145
May	965	1068	103
June	1003	1059	56
July	1044	1098	54
August	1075	1154	79
September	955	1021	66
October	1048	1013	-35
November	953	1032	79
December	1080	1089	9
Total	11,795	12,789	994



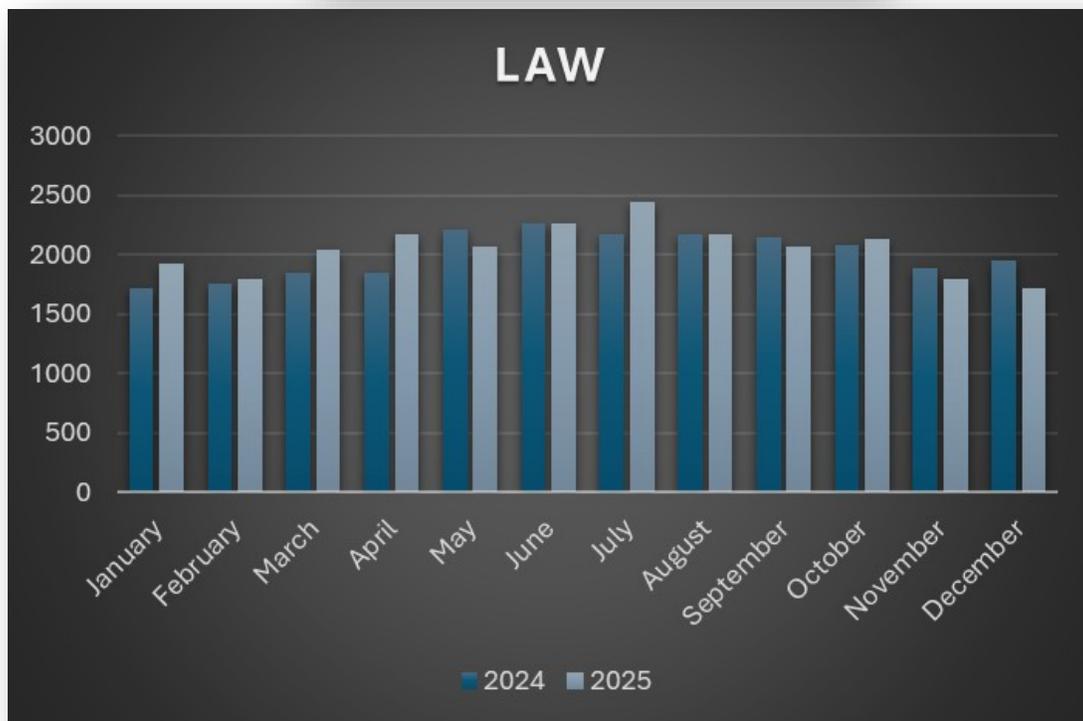
Calls for Service by Month

Fire	2024	2025	Difference
January	194	202	8
February	283	175	-108
March	185	154	-31
April	191	174	-17
May	270	252	-18
June	241	237	-4
July	299	230	-69
August	246	245	-1
September	210	183	-27
October	273	221	-52
November	211	198	-13
December	196	333	137
Total	2,799	2,604	-195

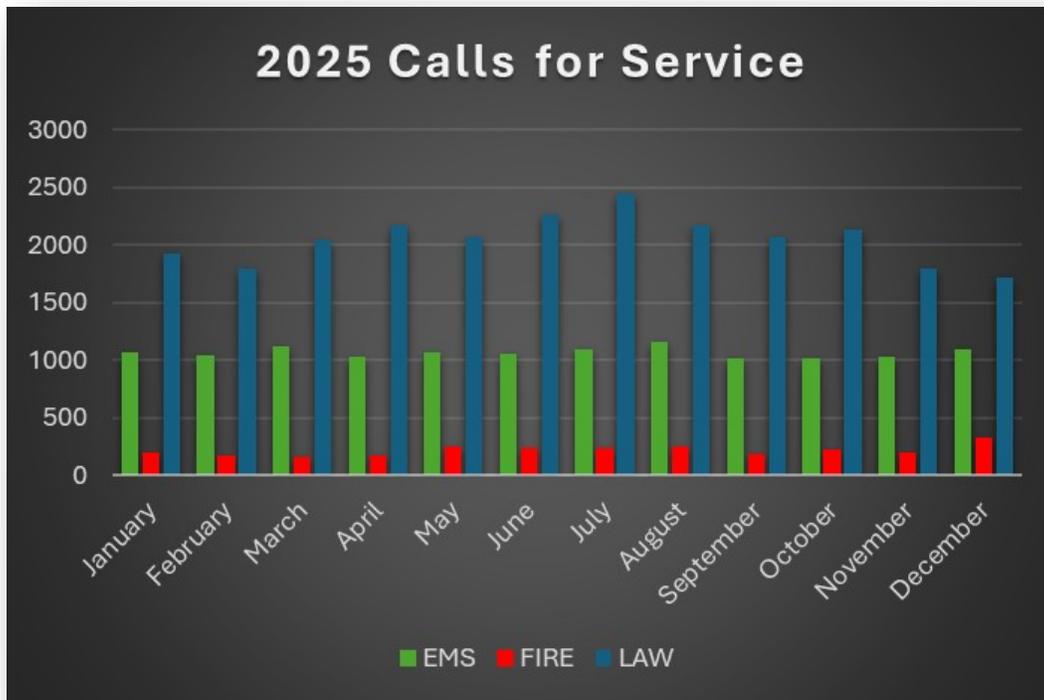


Calls for Service by Month

Police	2024	2025	Difference
January	1719	1923	204
February	1758	1797	39
March	1842	2049	207
April	1851	2167	316
May	2207	2072	-135
June	226	2270	4
July	2168	2440	272
August	2169	2172	3
September	2145	2067	-78
October	2145	2137	58
November	1889	1799	-90
December	1953	1713	-240
Total	24,046	24,606	560



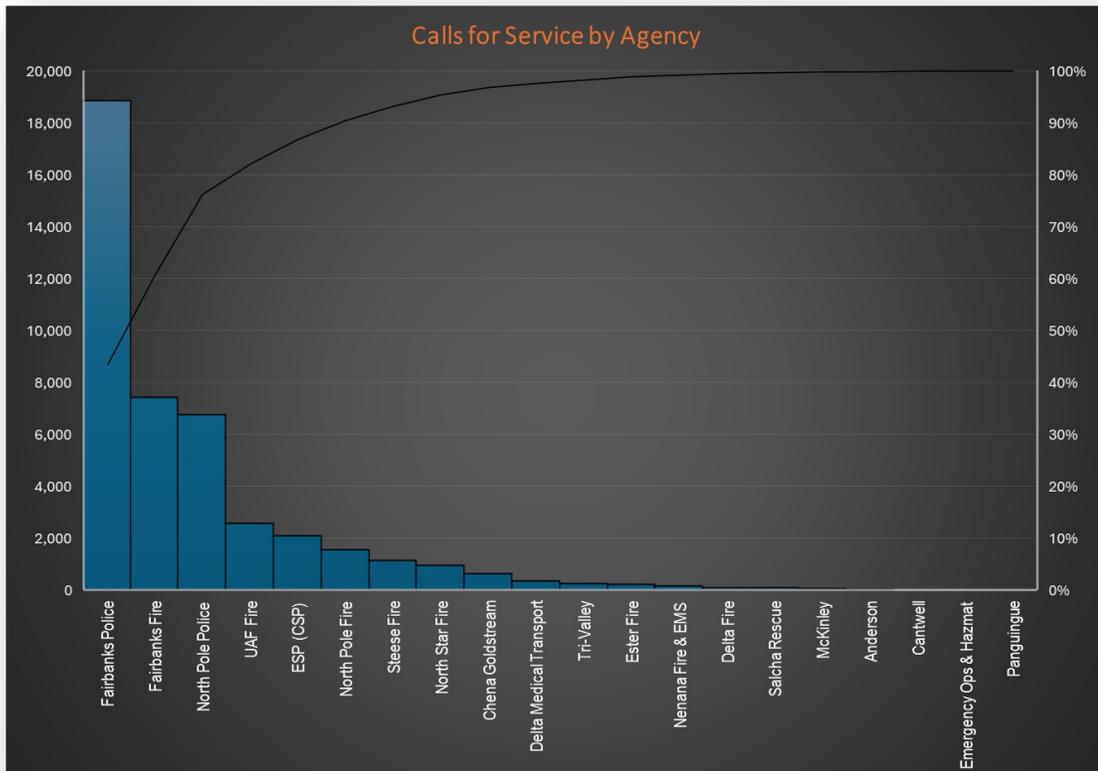
Calls for Service by Month



2025	EMS	Fire	Law
January	1071	202	1923
February	1042	175	1797
March	1119	154	2049
April	1023	174	2167
May	1068	252	2072
June	1059	237	2270
July	1098	230	2440
August	1154	245	2172
September	1021	183	2067
October	1013	221	2137
November	1032	198	1799
December	1089	333	1713
Total:	12,789	2,604	24,606

Calls for Service by Agency

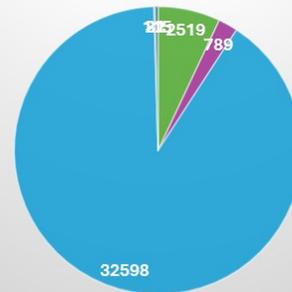
Agency	Calls for Service	Percentage of Total Calls
Fairbanks Fire	7,442	17.1%
North Pole Fire	1,5961	3.6%
North Star Fire	962	2.2%
Steese Fire	1,140	2.6%
Chena Goldstream	657	1.5%
Ester Fire	244	0.6%
Salcha Rescue	99	.02%
Cantwell	23	0.1%
McKinley	59	.01%
Panguinge	0	0.0%
Anderson	32	0.1%
Tri-Valley	269	0.6%
UAF Fire	2,574	5.9%
Delta Fire	101	0.2%
Delta Medical Transport	368	0.8%
Fairbanks Police	18,855	43.4%
North Pole Police	6,772	15.6%
Emergency Ops & Hazmat	2	0.0%
Nenana Fire & EMS	168	0.4%
ESP (CSP)	2,101	4.8%
TOTAL	43,429	



911 Call Type by Month of the Year

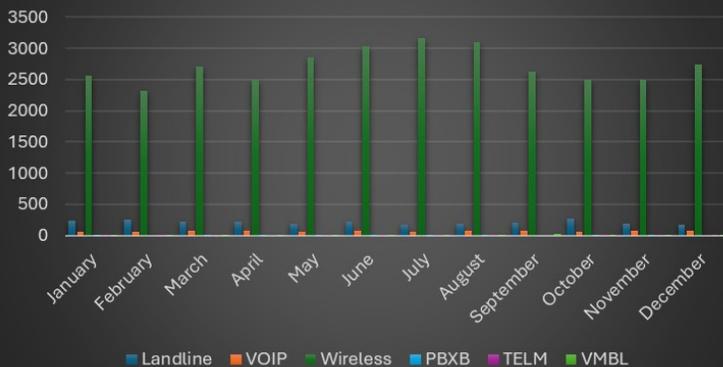
MONTH	LANDLINE	VOIP	WIRELESS	PBXB	TELM	VMBL	TOTAL
JANUARY	234	55	2565	3	2	6	2865
FEBRUARY	252	59	2316	0	6	3	2636
MARCH	221	71	2714	1	6	10	3006
APRIL	219	73	2505	2	0	7	2797
MAY	183	54	2856	5	2	14	3093
JUNE	218	69	3033	2	3	12	3320
JULY	179	59	3161	1	3	16	3399
AUGUST	194	81	3095	2	2	12	3370
SEPTEMBER	203	73	2620	0	0	18	2896
OCTOBER	262	60	2491	3	1	5	2813
NOVEMBER	184	66	2504	2	5	6	2754
DECEMBER	170	69	2738	0	2	6	2977
TOTAL	2519	789	32598	21	32	115	36074

911 Calls by Type



■ Landline
 ■ VOIP
 ■ Wireless
 ■ PBXB
 ■ TELM
 ■ VMBL

911 Calls by Month by Type



■ Landline
 ■ VOIP
 ■ Wireless
 ■ PBXB
 ■ TELM
 ■ VMBL

911 Calls by Call Answer Interval

National Emergency Number Association (NENA)



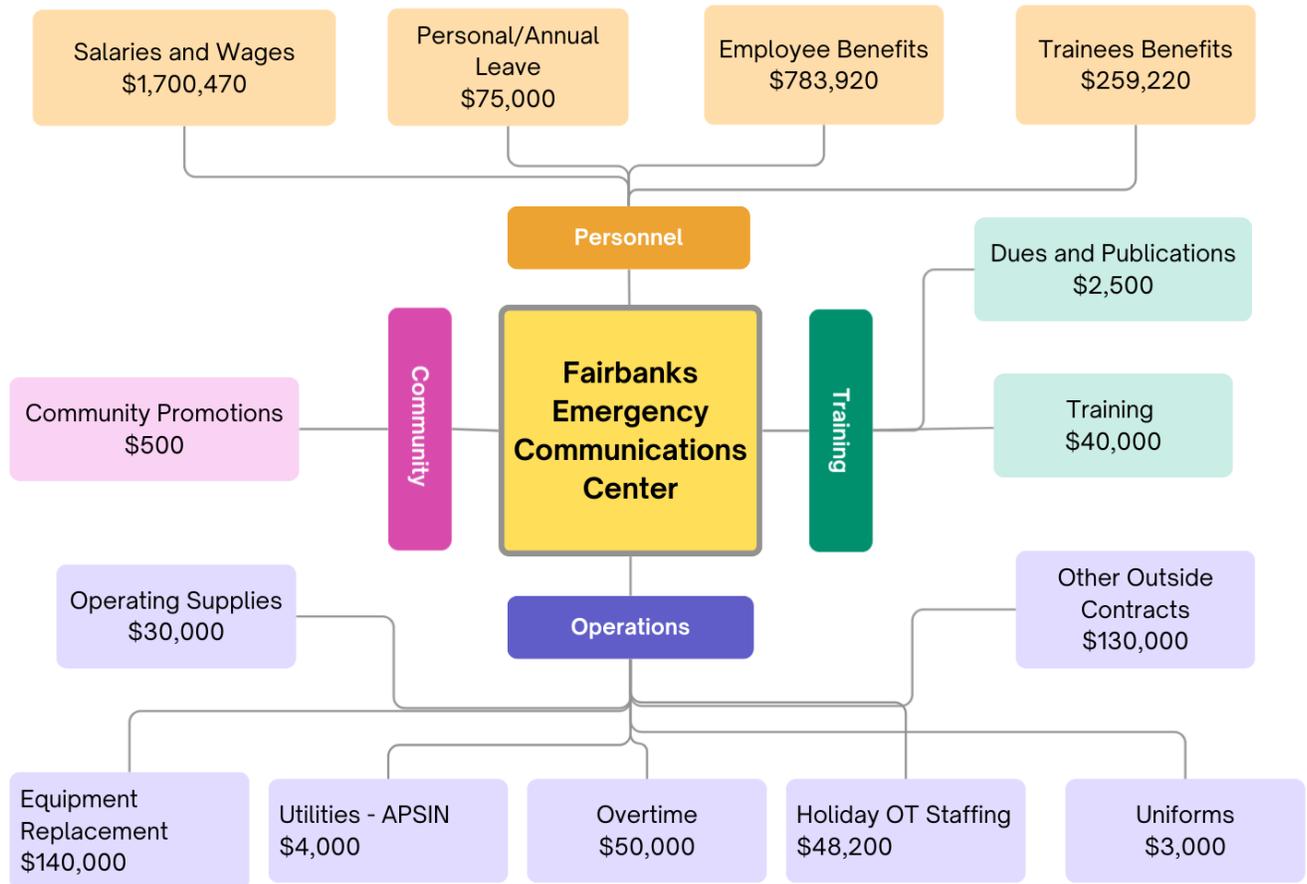
NENA re-evaluates their call processing standards. The newest release of standards is June 25, 2020. The new standards were engaged both by NFPA (National Fire Prevention Assoc.) and APCO to ensure harmonization of standards.

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	January	February	March	April	May	June	July	August	September	October	November	December	Year Average
10 Seconds or less (Minimum Standard = 90%)	94.9%	95.8%	95.7%	94.3%	93.0%	93.1%	95.2%	94.7%	97.1%	97.1%	97.1%	95.3%	95.3%
20 Seconds or less (Minimum Standard = 95%)	97.2%	97.7%	97.1%	97.6%	95.3%	96.2%	97.0%	96.5%	98.6%	98.0%	98.3%	97.8%	97.3%
Greater than 20 Seconds	2.8%	2.3%	2.9%	2.4%	4.7%	3.8%	3.0%	3.4%	1.4%	2.0%	1.7%	2.2%	2.7%

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 2025 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.

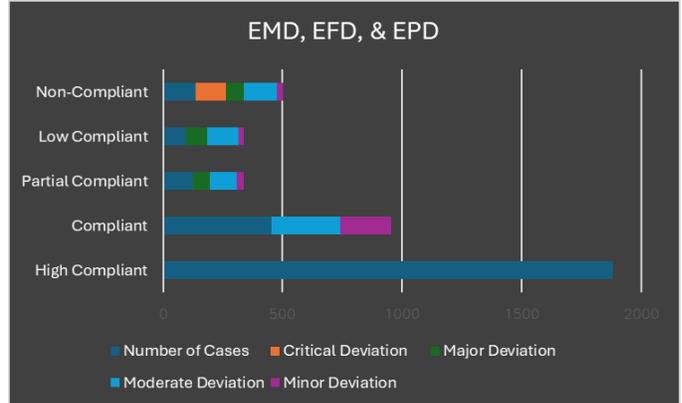
Processing calls for service is not always easy, it takes training, practice, and feedback. Along with our protocols, we have a Quality Assurance (QA) Team that is trained to evaluate our calls for service. Feedback is given to the Dispatcher and their immediate Supervisor in a written report. There 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.

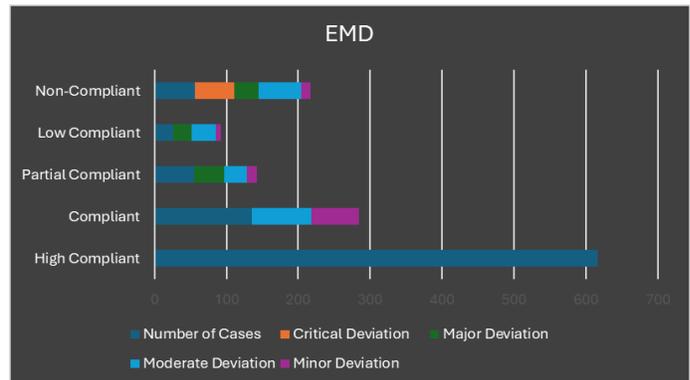
Quality Assurance Statistics

EMD, EFD, and EPD

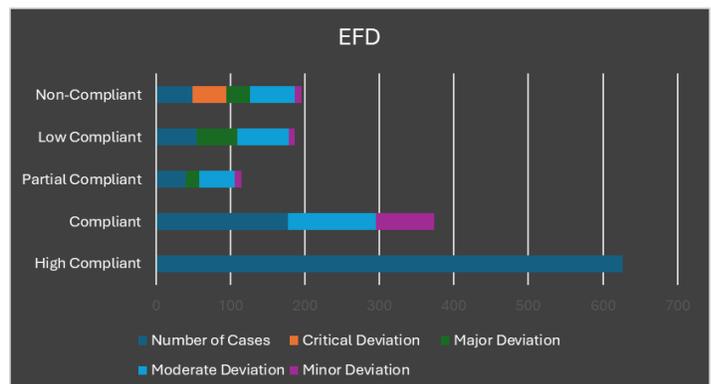
Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	1245	0	0	0	0
Compliant	305	0	0	144	231
Partial Compliant	51	0	32	42	19
Low Compliance	24	0	20	40	9
Non-Compliant	91	104	62	75	29
Totals	1716	104	114	301	288



Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	616	0	0	0	0
Compliant	136	0	0	82	66
Partial Compliant	55	0	42	31	14
Low Compliance	26	0	26	33	7
Non-Compliant	56	55	34	59	13
Totals	889	55	102	205	100

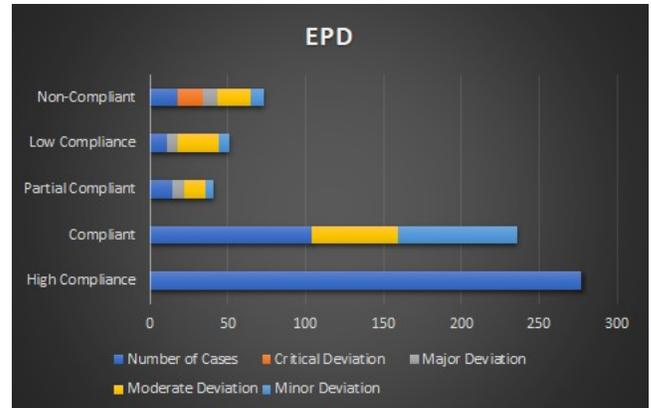


Review Level	Number of Cases	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
High Compliance	627	0	0	0	0
Compliant	177	0	0	118	79
Partial Compliant	40	0	18	48	9
Low Compliance	55	0	54	70	7
Non-Compliant	49	46	31	61	9
Totals	948	46	103	297	104



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
Totals	424	16	24	117	97



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

2025			
January	22	July	14
February	16	August	20
March	15	September	17
April	14	October	15
May	27	November	17
June	22	December	26
Total: 225			

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)

Integrated 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 and Objectives for 2026

1. Provide operational efficiency by having contingency plans in place, known by all employees and partnering agencies.
2. Provide operational efficiency by educating newer staff and continuing to build in-house reference manual.
3. Ensure continuity of services by practicing in a controlled environment for cyber outages to develop plans that include our partners.
4. Engage community by providing presentations and training about 911, Dispatch, and the available resources.

Projects for 2026

1. Complete plans for FECC backup 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.