Greetings:

It is my pleasure to bring forth the 2013 Raleigh-Wake Emergency Communications Annual Report.

The past 365 days have been busy ones for our staff and for the users we serve. Last year we dispatched over 498,000 events, answered or originated more than 1.2 million telephone calls, and made 2,031,126 computer transactions. But all these numbers add up to more than dry statistics. Rather, they represent a positive impact on individual lives, and the protection of the public as a whole. As an example, Raleigh-Wake personnel accomplished 19 cardiac arrest saves through the provision of CPR instructions over the phone to frantic callers. The continual increase in numbers such as this reflect the effectiveness of our EMD (Emergency Medical Dispatch) program.

Coincidentally, this program along with our CALEA (Commission on Accreditation for Law Enforcement Agencies) accreditation and our APCO (Association of Public-safety Communications Officials) Project 33 training certification were all renewed during 2013. In witness to our commitment to excellence, it should be noted that we are one of only four 911 centers nationwide sharing these accolades. During this same time, we were also recognized by the National Center for Missing and Exploited Children (NCMEC) as having reached compliance with their standards and practices.

Finally, I am happy to report that actions by the City of Raleigh Council have enabled significant progress to continue on the planned Critical Public Safety Facility, which will serve the City and our municipal partners for years to come.

Respectfully submitted,

Barry Furey
Director

Raleigh-Wake County Emergency Communications

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Raleigh, NC 27602
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Fax: 919-831-6859
Barry.furey@raleighnc.gov

www.raleighnc.gov
Our Mission Statement

The Raleigh-Wake Emergency Communications Center is the true first responder to all emergencies. Our mission is to act as a vital and critical link between our public safety agencies and the citizens they protect and serve. We strive to ensure the preservation of life and property by treating all who use our services with professionalism, courtesy, and compassion and by relaying accurate information in a timely and efficient manner.
Raleigh–Wake Emergency Communications Administrative Staff

Barry Furey, Director

Walt Fuller, ENP, Deputy Director Operations
Kelly Palmer, ENP, Deputy Director Technology & Staff Services

Richard Batchelor, ENP, CALEA Accreditation Manager
Judy Capparelli, ENP, Quality Improvement Supervisor
Suni Wilkenshoff, Training & Compliance Coordinator

Craig Schulz, ENP, Systems Manager
Bill Eagen, GIS Database Manager
Bob Leap, Senior Systems Administrator
Matt Boyd, Senior Systems Administrator
Sean Warren, Senior Systems Administrator
Damion Blake, Senior Systems Administrator
Bill Passerino, Communications and Electronics Maintenance Supervisor
Kevin Whelan, 800MHz Technician

Angie Schulz, ENP, Training Supervisor
Lashundra Young, Training & Compliance Coordinator
Pam Brabham, Training & Compliance Coordinator

Angie Young/Debbie DaGrasso, Sr. Staff Support Specialist

*ENP signifies recognition as an Emergency Number Professional, a knowledge based achievement awarded by the National Emergency Number Association.

Want to know who to call?
Click here!
Raleigh-Wake User Agencies


Follow us on Facebook, Twitter, and the web!

Raleigh - Wake County 911 Incident Data

Near real-time accident information is posted at: incidents.rwecc.com twenty-four hours a day!
## 2013 Telephone Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>Monthly 911 Total</th>
<th>Daily 911 Average</th>
<th>Quarterly Total</th>
<th>YTD 911 Total</th>
<th>10 Digit calls</th>
<th>Total Calls Answered</th>
<th>% answered within 10 sec</th>
<th>% answered within 20 sec</th>
<th>% answered within 30 sec</th>
<th>Outgoing Calls Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>48,994</td>
<td>1,580</td>
<td>140,478</td>
<td>48,994</td>
<td>21,225</td>
<td>70,219</td>
<td>81.3</td>
<td>95.4</td>
<td>98.4</td>
<td>29,477</td>
</tr>
<tr>
<td>February</td>
<td>43,139</td>
<td>1,541</td>
<td></td>
<td>92,133</td>
<td>18,692</td>
<td>61,831</td>
<td>83.4</td>
<td>96.6</td>
<td>98.9</td>
<td>26,296</td>
</tr>
<tr>
<td>March</td>
<td>48,345</td>
<td>1,560</td>
<td></td>
<td>140,478</td>
<td>21,079</td>
<td>69,424</td>
<td>85.7</td>
<td>97.1</td>
<td>99.2</td>
<td>29,051</td>
</tr>
<tr>
<td>April</td>
<td>50,506</td>
<td>1,684</td>
<td>154,960</td>
<td>190,984</td>
<td>22,912</td>
<td>73,418</td>
<td>83.6</td>
<td>96.4</td>
<td>98.8</td>
<td>29,875</td>
</tr>
<tr>
<td>May</td>
<td>52,747</td>
<td>1,702</td>
<td></td>
<td>243,731</td>
<td>24,278</td>
<td>77,025</td>
<td>84.5</td>
<td>93.0</td>
<td>96.4</td>
<td>30,544</td>
</tr>
<tr>
<td>June</td>
<td>51,707</td>
<td>1,724</td>
<td></td>
<td>295,438</td>
<td>24,605</td>
<td>76,312</td>
<td>82.6</td>
<td>92.1</td>
<td>96.0</td>
<td>29,967</td>
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<tr>
<td>July</td>
<td>50,046</td>
<td>1,614</td>
<td>160,309</td>
<td>345,484</td>
<td>23,725</td>
<td>73,771</td>
<td>86.2</td>
<td>97.2</td>
<td>99.2</td>
<td>29,355</td>
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<tr>
<td>August</td>
<td>51,600</td>
<td>1,665</td>
<td></td>
<td>397,084</td>
<td>23,784</td>
<td>75,384</td>
<td>88.1</td>
<td>97.7</td>
<td>99.2</td>
<td>30,281</td>
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<tr>
<td>September</td>
<td>58,663</td>
<td>1,955</td>
<td>136,678</td>
<td>455,747</td>
<td>28,055</td>
<td>86,718</td>
<td>89.4</td>
<td>95.7</td>
<td>97.9</td>
<td>29,169</td>
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<tr>
<td>October</td>
<td>44,924</td>
<td>1,449</td>
<td></td>
<td>500,671</td>
<td>22,585</td>
<td>67,509</td>
<td>84.6</td>
<td>94.2</td>
<td>97.4</td>
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<td>November</td>
<td>45,793</td>
<td>1,526</td>
<td></td>
<td>546,464</td>
<td>21,802</td>
<td>67,595</td>
<td>81.4</td>
<td>96.7</td>
<td>98.9</td>
<td>28,786</td>
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<tr>
<td>December</td>
<td>45,961</td>
<td>1,483</td>
<td></td>
<td>592,425</td>
<td>22,080</td>
<td>68,041</td>
<td>85.7</td>
<td>97.6</td>
<td>99.4</td>
<td>29,237</td>
</tr>
</tbody>
</table>

| Total     | 592,425           | 1,623             | 592,425         | 592,425       | 274,822         | 867,247             | 84.7                   | 95.8                   | 98.3                   | 352,707              |

Want to keep up to date on our stats?  
Click [here](#)!
## 2013 Dispatch Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
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<th></th>
<th></th>
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<th></th>
<th></th>
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<tbody>
<tr>
<td>January</td>
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<td>176</td>
<td>1,331</td>
<td>781</td>
<td>641</td>
<td>152</td>
<td>176</td>
<td>317</td>
<td>533</td>
<td>3,064</td>
<td>2,209</td>
<td>7,219</td>
</tr>
<tr>
<td>February</td>
<td>21,248</td>
<td>161</td>
<td>1,299</td>
<td>682</td>
<td>498</td>
<td>117</td>
<td>157</td>
<td>301</td>
<td>421</td>
<td>2,672</td>
<td>1,965</td>
<td>6,406</td>
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<tr>
<td>March</td>
<td>23,288</td>
<td>196</td>
<td>1,354</td>
<td>749</td>
<td>497</td>
<td>138</td>
<td>211</td>
<td>309</td>
<td>499</td>
<td>2,939</td>
<td>2,216</td>
<td>7,167</td>
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<td>187</td>
<td>1,424</td>
<td>806</td>
<td>523</td>
<td>142</td>
<td>182</td>
<td>334</td>
<td>453</td>
<td>3,006</td>
<td>2,376</td>
<td>7,055</td>
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<td>26,044</td>
<td>202</td>
<td>1,574</td>
<td>849</td>
<td>605</td>
<td>145</td>
<td>210</td>
<td>334</td>
<td>497</td>
<td>4,953</td>
<td>2,228</td>
<td>7,639</td>
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<td>June</td>
<td>25,320</td>
<td>193</td>
<td>1,557</td>
<td>765</td>
<td>621</td>
<td>165</td>
<td>185</td>
<td>422</td>
<td>505</td>
<td>3,067</td>
<td>2,445</td>
<td>6,999</td>
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<tr>
<td>July</td>
<td>24,796</td>
<td>212</td>
<td>1,563</td>
<td>698</td>
<td>629</td>
<td>158</td>
<td>184</td>
<td>331</td>
<td>457</td>
<td>3,014</td>
<td>2,242</td>
<td>7,113</td>
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<td>August</td>
<td>24,962</td>
<td>201</td>
<td>1,497</td>
<td>717</td>
<td>587</td>
<td>148</td>
<td>194</td>
<td>305</td>
<td>472</td>
<td>3,135</td>
<td>2,241</td>
<td>7,336</td>
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<tr>
<td>September</td>
<td>24,213</td>
<td>168</td>
<td>1,363</td>
<td>672</td>
<td>521</td>
<td>127</td>
<td>167</td>
<td>354</td>
<td>447</td>
<td>3,030</td>
<td>2,147</td>
<td>6,978</td>
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<tr>
<td>October</td>
<td>24,387</td>
<td>199</td>
<td>1,348</td>
<td>664</td>
<td>567</td>
<td>151</td>
<td>179</td>
<td>334</td>
<td>477</td>
<td>3,080</td>
<td>2,180</td>
<td>7,176</td>
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<tr>
<td>November</td>
<td>22,885</td>
<td>225</td>
<td>1,354</td>
<td>694</td>
<td>642</td>
<td>153</td>
<td>181</td>
<td>317</td>
<td>475</td>
<td>2,885</td>
<td>2,253</td>
<td>6,797</td>
</tr>
<tr>
<td>December</td>
<td>22,834</td>
<td>180</td>
<td>1,383</td>
<td>728</td>
<td>607</td>
<td>161</td>
<td>188</td>
<td>285</td>
<td>458</td>
<td>3,066</td>
<td>2,249</td>
<td>7,325</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>288,115</strong></td>
<td><strong>2,300</strong></td>
<td><strong>17,047</strong></td>
<td><strong>8,805</strong></td>
<td><strong>6,938</strong></td>
<td><strong>1,757</strong></td>
<td><strong>2,214</strong></td>
<td><strong>3,943</strong></td>
<td><strong>5,694</strong></td>
<td><strong>37,851</strong></td>
<td><strong>26,751</strong></td>
<td><strong>85,210</strong></td>
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</tbody>
</table>
Statistical Comparisons

<table>
<thead>
<tr>
<th>Category</th>
<th>2012</th>
<th>2013</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS Dispatch</td>
<td>495,670</td>
<td>486,625</td>
<td>(1.8%)</td>
</tr>
<tr>
<td>EMS Dispatch</td>
<td>84,148</td>
<td>85,210</td>
<td>1.5%</td>
</tr>
<tr>
<td>Fire Dispatch</td>
<td>62,450</td>
<td>64,602</td>
<td>3.4%</td>
</tr>
<tr>
<td>LE Dispatch</td>
<td>349,072</td>
<td>336,813</td>
<td>(3.5%)</td>
</tr>
<tr>
<td>Total 911</td>
<td>601,059</td>
<td>592,425</td>
<td>(1.4%)</td>
</tr>
<tr>
<td>Total 10 Digit</td>
<td>261,629</td>
<td>274,822</td>
<td>5.0%</td>
</tr>
<tr>
<td>Outbound</td>
<td>337,089</td>
<td>352,707</td>
<td>4.6%</td>
</tr>
<tr>
<td>Hang-up</td>
<td>127,016</td>
<td>83,412</td>
<td>(34%)</td>
</tr>
<tr>
<td>10 Seconds or Less</td>
<td>82.8%</td>
<td>84.7%</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

A reduction in hang-up calls has shown a negative growth in some areas. However, RWECC workload cannot be compared to a single year. As a matter of comparison:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2011</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>867,247</td>
<td>783,513</td>
<td>10.7%</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>352,707</td>
<td>246,548</td>
<td>43.0%</td>
</tr>
<tr>
<td>PS Total</td>
<td>486,625</td>
<td>459,105</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

![Graph showing dispatches from 2009 to 2013]
Statistical Comparisons Continued

- **2013 Calls**: 592,425
- **2012 Calls**: 601,059
- **2012 Calls**: 509,171
- **2010 Calls**: 500,359
- **2009 Calls**: 515,165

- **2013 Total Calls**: 867,247
- **2012 Total Calls**: 862,688
- **2011 Total Calls**: 783,513
- **2010 Total Calls**: 786,414
- **2009 Total Calls**: 805,107
The total number of Feedbacks received by the ECC decreased in 2013 with a final count of 50, down from 61 in 2012. The total number of complaints dropped from 24 to 18. For the first time, Commendations were almost identical to Complaints (1 less).

The Feedback Report breaks down feedback data into three major categories: Commendations, Complaints and Inquiries. Feedbacks are received from citizens, service providers and internal sources. Inquiries are generally received from providers asking questions about a particular incident, CAD setup or procedures. Complaints are received as a result of an issue with a call for service, how an incident was handled, or the service received (or not received.)

### Total Feedbacks Received
- **Commendations**: 17
- **Complaints**: 18
- **Valid**: 08
- **Unfounded**: 03
- **Exonerated**: 07
- **Inquiries**: 15

### Valid Complaint Natures (Top 3)
- Call Handling Call Taking: 03
- Call Handling Dispatch: 03
- Dispatch Error: 02

### All Complaints / Commendations / Inquiries by Shift
- **Dayshift** (06:30 – 18:30): 10 / 11 / 11
- **Nightshift** (18:30 – 06:30): 08 / 05 / 05

### All Complaints / Commendations / Inquiries by Hour of the Day

<table>
<thead>
<tr>
<th>Time</th>
<th>Dayshift</th>
<th>Nightshift</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000</td>
<td>0/4/0</td>
<td>0/0/0</td>
</tr>
<tr>
<td>0100</td>
<td>0/0/1</td>
<td>0/0/1</td>
</tr>
<tr>
<td>0200</td>
<td>1/0/1</td>
<td>0/0/1</td>
</tr>
<tr>
<td>0300</td>
<td>0/1/0</td>
<td>0/0/0</td>
</tr>
<tr>
<td>0400</td>
<td>0/0/0</td>
<td>0/0/0</td>
</tr>
<tr>
<td>0500</td>
<td>1/0/0</td>
<td>0/0/0</td>
</tr>
</tbody>
</table>

### All Complaints / Commendations / Inquiries by Day of Week

<table>
<thead>
<tr>
<th>Day</th>
<th>Dayshift</th>
<th>Nightshift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
<td>2/1/3</td>
<td>1/2/2</td>
</tr>
<tr>
<td>Tue</td>
<td>5/1/1</td>
<td>2/7/6</td>
</tr>
<tr>
<td>Wed</td>
<td>3/4/2</td>
<td>3/1/0</td>
</tr>
<tr>
<td>Thurs</td>
<td>3/1/0</td>
<td>2/1/1</td>
</tr>
<tr>
<td>Fri</td>
<td>3/1/0</td>
<td>2/1/1</td>
</tr>
<tr>
<td>Sat</td>
<td>3/1/0</td>
<td>2/1/1</td>
</tr>
<tr>
<td>Sun</td>
<td>3/1/0</td>
<td>2/1/1</td>
</tr>
</tbody>
</table>
Hello All,

Even though I don't work for ECC, I want to commend the Radio Shop for the great job that they provide on a daily basis. They are a pleasure to be around. I can't think of nothing but positive comments when it comes to the shop and Bill. I watch on a daily basis how they manage all of the people that they serve with a “spirit of excellence”. The Radio Shop has become a greater asset to the sign and signal shop since Bill has been managing it. I am again “thankful” to have them working for the City of Raleigh and I am glad to be a witness and experience firsthand everything that they do.

Thanks!!!!

Deborah Hagins
Sr. Staff Support Specialist

Barry & Walt

Can you please pass along to the telecommunicator working the house fire in Wake Forest last night did an outstanding job giving us updates and checking in on us for the par count. It's good to know that someone is looking out for us 20 miles away, setting in a basement.

We did not have to ask for anything it was all taking care of form Gas, Elec, Par, WC1 You name it was done. Just so you all know it was a rescue last night of a family pet Labrador.

Thanks so much

Daryl Cash
Assistant Chief
Wake Forest Fire Department
Hey Barry,

Please give Bob Leap a pat on the back. There was some weird stuff going on last Wednesday or Thursday with MARVLIS and/or Premier, and Bob was all over it. He got us from “very weird” to status normal quickly and efficiently.

Thanks. Hope you are well.

Skip Kirkwood, M.S., J.D., EMT-P
Chief, Emergency Medical Services Division

Gentlemen,

I just listened to the 911 call reporting the terrible incident that occurred on E. Lane St. early this morning. I wanted to praise the 911 operator who took the call and so successfully solicited such pertinent information from the victim. Her efforts were outstanding given the emotional and physical condition of the victim and the nature of such a heinous crime.

Please pass along to your dispatcher how grateful we are to be able to work with such a thoughtful and dedicated individual. Her response was absolutely incredible.

Thank you,
Stacy

Major Stacy M. Deans
Raleigh Police Department
Special Operations
January 14, 2014

Rob Miller
Supervisor
Raleigh-Wake Emergency Communications Center
P.O. Box 590
Raleigh, NC 27602

Dear Mr. Miller:

Thank you very much for coming to speak at the Retail Theft Task Force (RTTF) Meeting last month. Our group of retailers had requested that we invite you and they were excited to have you there. The information that you provided was very beneficial for the group and will help us as we move forward in our attempt to reduce retail crime in Garner.

Our group and this agency appreciate the work you are doing for our community and for Raleigh/Wake County. Thanks again and please let us know if there is any way that we may be of service to you in the future.

Sincerely,

Chris Adams
Community Services Sergeant
To whom it concerns,

First, let me introduce myself. I am Jeff Green and I live in Tupelo Mississippi.

I am sure you get complaints all of the time concerning city employees and police officers. I am sending this note to express appreciation to your city and the police officers that helped me early this Sunday morning of December 12, 2013. My son is a recent College graduate and moved to Raleigh back in March of this year to start a new job. He lives by himself in an apartment downtown. When I talked to him on Saturday morning (7th of Dec) he informed me that he was sick and may have the flu. He is a healthy young man and rarely complains about not feeling well.

About 2 am on Sunday morning I received a text message from him stating that he was “real sick”. I didn’t see the message until I woke up Sunday morning around 7am (Tupelo time / 8 Raleigh time). I tried to call him and could get no response. This is not typical of him and I started worrying that, based on his text, he was very sick and unable to get to a phone. Being a typical parent (and one 11 hours away) I became very worried because there was no-one with him and no way to check on him to make sure he was OK.

Not being there and not knowing anyone in the area I turned to the Raleigh Police department to ask for an officer to check on him. When I called I was greeted by an extremely helpful and nice person in dispatch. She understood my issue, was supportive, took my information, and immediately dispatched an officer to check on my son. Within minutes I received a call from an officer because I had incorrectly given an incorrect street address. He was very nice and I got him the correct information and walked him through getting to the correct apartment in my sons building. Within minutes I received a call back from the officer letting me know that he was able to reach my son and that all was ok even though my son was very sick with the flu.

I am sure this is routing stuff for your department but to me this was everything but routine. I was 11 hours away from a family member that I felt could be in real trouble so to me this was an emergency. I wanted to send this note to thank everyone involved in helping me. Everyone involved was very courteous, genuine, helpful, and respectful. Within minutes I knew my son was ok and every involved seemed to really care and were SO professional the entire time. These days I rarely see this type of competence and customer service. I would request that you let the involved officer, dispatcher, and their supervisors know how much I appreciate them!

Thank you and your departments for your service!

Jeffery M. Green
EMERGENCY MEDICAL DISPATCH
PRE-ARRIVAL PROTOCOLS

During 2013, Raleigh-Wake was reaccredited as an “ACE”: Accredited Center of Excellence by the National Academy of Emergency Medical Dispatch. More than 4,300 emergency calls were reviewed as part of our annual quality assurance process.

The center scored an average of 99.34% compliance.

The center has been accredited since 2007.

<table>
<thead>
<tr>
<th>Shift/Team (# of Cases)</th>
<th>Case Entry</th>
<th>Chief Complaint</th>
<th>Key Questions</th>
<th>PAs</th>
<th>PDIs</th>
<th>Final Coding</th>
<th>Customer Service</th>
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<td>100.00%</td>
<td>99.81%</td>
<td>100.00%</td>
<td>100.00%</td>
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<td>A (750)</td>
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<td>96.63%</td>
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<td>99.93%</td>
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<td>97.57%</td>
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<td>98.57%</td>
<td>99.18%</td>
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<td>E (1111)</td>
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<td>99.46%</td>
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<td>99.37%</td>
<td>99.44%</td>
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<td>O (39)</td>
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<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
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<tr>
<td>Totals: (4363)</td>
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<td>99.56%</td>
<td>98.24%</td>
<td>99.49%</td>
<td>99.41%</td>
<td>99.95%</td>
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</table>
CALEA REACCREDITATION

Richard Batchelor receives the second three-year CALEA reaccreditation on behalf of the Raleigh-Wake 911 Center. In order to receive this honor, the agency must prove compliance with over 200 multi-part standards through written submission and inspection by assessors.

CALEA, which stands for the Commission on Accreditation for Law Enforcement Agencies, is the international authority on law enforcement standards. The Commission offers several prestigious credentialing programs for public safety agencies, including Law Enforcement, Public Safety Communications and Public Safety Training Academy Accreditation.

Raleigh-Wake Emergency Communications is the first independently accredited 911 center in the state of North Carolina, having been so honored in 2007.

Want to know more about CALEA? Click here!
In December, recognition was received from the National Center for Missing and Exploited Children, which was added to existing honors from APCO, CALEA, and NAED. NCMEC, as they are also known, is the national leader in advocacy and response for incidents of this type. All personnel within the Raleigh-Wake agency received specialized training in handling such calls, and in managing missing and abducted children reports.

Policies and procedures were upgraded to meet the latest standards, for these most critical of calls.
Emergency Communications Center's Training Academy Receives Recertification

Publish Date: 7/29/13

The Raleigh-Wake Emergency Communications Center recently received recertification of their Training Academy from the Association of Public-safety Communications Officials (APCO) International. According to APCO, "The APCO Project 33 Agency Training Program Certification is a formal mechanism for public safety agencies to certify their training programs as meeting APCO American National Standards (ANS). Building and implementing a successful agency training program requires many resources and a good deal of dedication. Submitting for certification demonstrates the agency's commitment to training and to meeting national standards. Receiving certification for a training program is a major accomplishment for the agency, its staff and the community it serves."

This certification covers both the three-month-long formalized classroom training required for all new recruits, as well as continuing education programs for veteran employees. Of the more than 6,100 9-1-1 centers throughout the United States, only 45 have qualified for this honor.
The **Training Division** successfully graduated two academies in 2013.

The **44th Training Academy** was the first ever all call taker class. Six new employees were released to the various crews to complete their training. Training for call takers is an additional 2.5 months being mentored by a Communications Training Officer. Sabrina Hu was awarded class valedictorian for her academic efforts. Josh Fuller was nominated by his peers for the Adam Brown Peer Excellence Award.

The **45th Training Academy** was only telecommunicators. Seven new employees were released to the various shifts in the late fall. Training for telecommunicators is 6 months. This academy should complete training late in the 1st Quarter of 2014. Caitlin Plowfield was awarded class valedictorian for her academic efforts. Teresa Miles was nominated by her peers for the Adam Brown Peer Excellence Award.
**Active Shooter: Best Practices for Telecommunicators**

Raleigh-Wake Emergency Communications is committed to training all employees. It is imperative that the center be able to meet emergency challenges as they occur. In 2012-2013, the nation saw numerous active shooter incidents. A training program was created with assistance from the Raleigh Police Department Reality Training Team. Students were provided valuable information on how to handle such incidents. Those who attended received training on best practices for telecommunicators, police operations and participated in a simulated exercise of an active shooter event.

---

**Continuing Education 2013**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Journal Article Review</td>
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</tr>
<tr>
<td>Monthly Meetings</td>
<td>707</td>
</tr>
<tr>
<td>Online Training on Moodle</td>
<td>2026</td>
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<tr>
<td>In Service – Spring Only</td>
<td>698</td>
</tr>
<tr>
<td>CTO Retreat – 6.5 hours for 15 employees</td>
<td>97.5</td>
</tr>
<tr>
<td>CTO School – 8 hours for 4 employees</td>
<td>32</td>
</tr>
<tr>
<td>Additional Non-Mandated Training</td>
<td>148</td>
</tr>
<tr>
<td><strong>Total Training Hours</strong></td>
<td>4,218</td>
</tr>
</tbody>
</table>

| Average Training Hours Per Operational Employee | 51 Hours Annually |

---

**Hiring and Selection**

As part of our effort to hire motivated and dedicated individuals the center participated in the following recruitment/job fairs:

EMS Information Night – In April and November, the center was asked to provide information to Wake Technical College students who are in the EMS program. The purpose of the event is to show various jobs in the EMS field to include 911, ambulance transport service, emergency management, etc.

First Responder Career Fair – Local responders came together at the Mount Peach Church. Many local citizens attended learning about the various jobs in public safety.

WRAL Capital Area Career Expo - The agency participated in a job fair sponsored by WRAL and Capital Area Job Link of Wake County on November 14, at North Carolina State University’s McKimmon Center. The interest in employment with the 911 center came from all ages, ethnicities and various education and vocational backgrounds. We received many resumes for follow up and many placed an application for the positions of Telecommunicator I and Call Taker I. Several were selected into the hiring process for further consideration.

---

44th Training Academy Hiring Statistics
- Applications Received – 204
- Applicants Tested – 116
- Applicants Hired - 8

45th Training Academy Hiring Statistics
- Applications Received – 221
- Applicants Tested – 117
- Applicants Hired - 8
Communications Training Officer Program

This past year, training our new hires again took precedent. An integral part of training is the Communications Training Officer (CTO) Program. These dedicated individuals spend months with new hires to coach and train them on how to take emergency/nonemergency calls for service and dispatch responders. This past year they successfully completed training for 6 call takers and are currently training 8 telecommunicators.

CTO Apple Pin Recognition - To show support and appreciation for the Communications Training Officers, the Training Division began distributing “Apple Pins.” For each trainee that completes training, their CTO is provided a lapel pin to recognize their dedication and hard work.

Communications Training Officer Retreat - In December of this year, the CTOs attended a retreat to learn the importance of coaching. A professional guest speaker was invited to share tools on how to be a better coach and communicator. Part of this training included an update on accepted practices for CTOs. All that attended received valuable information and learned from each other. Our goal for 2014 is to continue working with this group to further our future leadership of the 911 center.

Congratulations to Stephanie Davario and Julie McDow; the center’s newest CTOs!
Community Involvement

Tours - The center provided 102 tours in 2013 to various groups. These tour groups represent other public safety organizations, vendors and other guests who take an interest in the operations of the 911 center.

Raleigh Neighborhood College – Again as in years past the center participated in the program. We provided the students a brief presentation to explain 911. There are always a lot of questions. In the question and answer session, we were able to get the word out on the continued misdial problem and able to answer and dispel some of the myths associated with calling 911.

Cary Citizens Academy – The Cary Citizens Academy is a program designed to teach the citizens of Cary about EMS and public safety. We spoke to attendees about the operations of the center and how it serves Cary although they have their own dedicated dispatch for police and fire. A question and answer session was also provided.

Zebulon Rotary Club - The Training Division was asked to make a presentation to a distinguished group of ladies of the Zebulon Rotary Club. They all had many questions on how to call 911, cell phone service and what to do in the case of a weather event. To express their appreciation of the 911 Center, the group provided much appreciated candy bags to all employees.

Zebulon Methodist Church – A presentation on the 911 center was provided to the Wednesday night adult group for the church. There was a lot of discussion on how 911 calls are received and education was provided on what to ask and what to expect when calling in case of an emergency.
TERRY THE TALKING TELEPHONE JOINS ECC STAFF

Terry the Telephone is the latest addition to ECC staff. His primary job is teaching kids how to call 911 in a real-life emergency. Judging by their artwork and letters below, he’s doing a great job!

Terry the Telephone is amazing. He told us what to do in an emergency. We need to know the location. He is perfect. He belongs to the 911 center. He is 5 feet tall. He is special.

Pierce

Director Barry Furey and assistant Supervisor Alan Sanders help Terry to answer questions “from the floor” at Wake Christian Academy.

Want to know more about Public Education? Click here!
They Knew What to Do!

Raleigh-Wake Emergency Communications supports an awards program aimed at recognizing 911 callers, 12 years old and younger, who demonstrate the proper use of the emergency number during crisis.

During 2013, the center awarded honors to three individuals. Above right, Natalie Hunter of the Holly Grove Middle School was recognized for handling a medical emergency involving her father.

Unfortunately, not all 911 calls have a happy ending. The certificate to the right was issued to Joshua Harris of Carnage Middle School. Joshua is the bravest 12 year old we know. When his dad had a heart attack, Joshua called 911 and followed all of the instructions given. Despite every attempt, Joshua’s father failed to survive. Because Joshua had given it his all, both the family and ECC staff believed that he should be publically recognized for his heroic efforts.

Finally, 11 year of Joseph Stikeleather is honored at the West Lake Middle School for summoning medical aid when his mother was ill.
Cardiac Save Ceremony

The Wake County Emergency Medical Services (EMS) System held the 7th Annual cardiac arrest survivor celebration Code: Celebrate! 2013, Wednesday, May 22, 2013, at Meymandi Concert Hall, Raleigh. The event brought together cardiac arrest survivors and first responders for entertainment and responder recognition. The EMS System celebrated 94 survivors from calendar year 2012. No other community in the U.S. benefits from a higher cardiac arrest survival rate. - Wake County EMS via Facebook

Raleigh-Wake Emergency Communications is always proud to be part of this annual celebration, but more proud to be a part of a coordinated delivery system that provides outstanding pre-hospital care. Our Telecommunicators are the critical first step in this process through the provision of pre-arrival instruction over the phone to callers in need.


Jennifer Hemilright receives her award.
A HEART—WARMING STORY

It was Raleigh-Wake 911 Center’s Heather Fletcher’s first time seeing Alan Waldron face-to-face, the man she helped save back in October, when she guided his wife Jean through CPR.

Their first contact was in a moment of panic - On October 14th a woman called 911 and the Call Taker on the other end calmly walked her through how to perform CPR -- saving her husband’s life.

On Wednesday, Nov. 20th, Jean Oakley and her husband got to thank the 911 Call Taker. Until now, they’d only heard each other’s voices over the phone and under a great deal of stress.

Want to know more about cardiac arrest saves? Click [here](#)!
Raleigh-Wake Emergency Communications
2013 Telecommunicators’ Week

During Telecommunicators’ Week 2013, Raleigh-Wake Employees had a chance to be recognized for their life saving work the remainder of the year. Because of the varied work schedules, each crew is honored on a different week. To the right, Duana Dailey enjoys one of the “Month of Sundaes” provided as does Roger Camarillo below. Bottom, right, the line forms for pizza, another perennial favorite of both Call Takers and Telecommunicators alike. An army is not the only thing that moves on its stomach!

Want to know more about National Telecommunicators’ Week?
Click here!
During 2013 ECC employees received numerous awards for service. We congratulate these deserving individuals for their accomplishments. Below are some of the highlights:

♦ In April, Mayor Nancy McFarland issued a proclamation for “National Telecommunicator Week” and recognized the ECC for its dedicated work to public safety.

♦ Telecommunicator I Duana Dailey received the “Rookie of the Year” award.

♦ Telecommunicator II Jennifer Butler received the “Telecommunicator of the Year” award.

♦ Supervisor Jesse Creech was re-appointed as the coordinator for the North Carolina Chapter of NENA TERT Team.

♦ Director Barry Furey served on advisory committees to the State 911 Board, and chaired a national committee on Social Media and 911.

♦ Administrative Analyst Richard Batchelor served as Regional Ambassador for NC APCO.

♦ EMD QI Supervisor Judy Capparelli is in her fourth term as Secretary for the North Carolina Chapter of APCO.

♦ Two employees received perfect EMD scores for 2013. They were Telecommunicator Tom Meehan and Supervisor Rob Miller. Congratulations to these employees for a “Job Well Done.”

♦ The ECC had 13 employees assist with 15 baby deliveries. Telecommunicators John Hamel and John Franks assisted with two each.

♦ Deputy Director Kelly Palmer served as Treasurer for NC NENA.

♦ Training Supervisor Angie Schulz served as Immediate Past President for NC NENA.

♦ In 2013 the ECC was credited with assisting with 19 cardiac saves. Of those 19 saves, 14 different employees were awarded Cardiac Save Pins by Wake County EMS. Telecommunicators Stephanie Bernard, Jennifer Butler and Kelly Ellis assisted with 2 saves each and Call Taker Annie Griffin was credited with assisting with 3 saves. Congratulations to all of these employees.
Twenty-nine

**Public Safety Information Technology**

**‘A Year in Review’**

The year 2013 was another very busy but successful year for the Information Technology division. We continue to see the ever-increasing importance placed on technology by public safety agencies. What was once a hindrance in the minds of public safety has now officially evolved into an absolute necessity to complete the critical jobs of each of us. From the needs of a 911 call taker or telecommunicator to fire inspector, we find it almost limiting to complete our tasks without technology. These trends are sure to continue as networks continue to evolve, systems become more available and advancements in public safety technology grow at a similar rate to that of commercial or consumer systems.

As we face the challenges of matching technical systems to business needs, we must also maintain the levels of redundancy and backup, while facing the ever evolving risks and security needs. We thank each of you for your time, dedication and patience throughout the last year. We hope that through our cooperation we can continue to advance globally and meet the needs of all.

“*Never before in history has innovation offered promise of so much to so many in so short a time.*”

—Bill Gates
The Systems Administration group was involved in numerous projects this year. As well as handling project implementation, this group is responsible for all of the day-to-day technical tasks associated with the ECC and the critical public safety systems, such as CAD configuration, systems maintenance and after-hours support.

**Senior Systems Administrators**

- Damion Blake
- Matt Boyd
- Bob Leap
- Sean Warren
- Kevin Whelan

**Notable Projects:**

- **[Phone System Upgrade]** - The Intrado System was upgraded to the latest version of software, including the addition of multi-node which provided added network features, allowing the Wake County Sheriff's Department to be a 'node', sharing the benefits of the system. All hardware and software was refreshed during this project.

- **[Friends of CAD]** - Upgrades were completed on CAD's supplementary applications, Premier Mobile Data Client (PMDC), Open Query and Universal Data Transfer (UDT) bringing them to the most current version and offering required features like two-factor authentication.

- **[Construction]** - Significant remodeling was accomplished to provide a more cohesive work-area for the ECCIT group and to add 5 additional Call taking consoles. All of the cabling and system setup was accomplished in-house at a notable cost savings to the City.

- **[RFD CAD Changes]** - Raleigh Fire Department made sizable changes to the dispatch / recommendation process thru CAD. This involved many hours of planning and implementation on both agencies. With a few minor tweaks this was a very successful project and also a beneficial one for RFD.

- **[Wake County Sheriff Move]** - Wake County Sheriff's Department relocated to the Public Safety Center. This move included a relocation of all of their CAD, phone, and radio positions including a some network design and planning.

- **[CAD2CAD]** - In partnership with Cary Communications, the project to link our two CAD Systems was initiated. This project will allow for the two systems to pass call information seamlessly. This will cut down on transfer times and provide for a reduction in potential errors. While this project is on-going, the Centers did install instances of each other's CAD clients as an interim measure.

- **[Replay QA]** - A quality management system was installed to aid staff in the quality assurance process, providing greater flexibility and reporting than some of the home-grown systems that were in place.
The GIS group is responsible for maintaining the many mapping features in the CAD system and ancillary servers. CAD is very reliant on the accuracy of the geospatial data. Along with updates to the many mapping systems, this group is responsible for common places, premise information and other map-based requests.

Notable Projects:

- Reconciled MGU error codes in street network (+1500 edits)
- Continued update and maintenance of COR greenway data utilized at consoles
- Successful re-naming of New Falls of Neuse Rd to Falls of Neuse Rd
- Continued edits to the traffic camera layer on ATM
- Maintenance and training on the Pictometry software/data
- Completed solution for the surface street/overpass issue on all interstate highways
- Assistance in design and implementation of Port-A-CAD solution, which serves as a backup should the recommendation features of CAD be unavailable.
- Continued maintenance, standardization and accuracy of CAD commonplace file
- Maintenance of fire response change requests for the new sections of NC 540
- Continued addition of AED premise hazards from Wake EMS administrative staff

Statistical

- 98 ledgers to edit the MSAG
- 315 plats viewed for geofile edits
- 87 new streets added in City of Raleigh
- 14 newly-annexed parcels within Raleigh’s corporate limits
ECC IT tracks requests and tasks in a ticket tracking system. This system is crucial to keeping on-top of the many requests for our services. The following statistics were pulled based on information in that system.
The Communications Electronics Maintenance Shop (CEMS) is responsible for the radio infrastructure that supports the many City of Raleigh radio users. They are also actively involved in vehicle electronics, Fire Station alerting, and Public Safety mobiles and portables.

**Communications Maintenance**

- Dan Krenzke
- Chuck Gleason
- Chris Miller
- Gary Whitt

**Notable Projects:**

- RFD 2-tone system improvements & documentation
- Radio site monitoring for Wells Fargo & Leesville Tank
- Design and procurement of an inventory / ticket tracking system
- Start of RFD Radio Replacement
- Hired Gary Whitt as a Communications Technician
- Completed annual preventative maintenance checks of all repeaters
- Worked closely with RPD to design an 800 MHz replacement schedule
- Refurbished 2 RPD speed enforcement trailers
- Groundbreaking on new facilities

**Statistics**

- 18 Radio Installations
- 6 Computer Stand Installations
- RFD Service Calls: 17 Stations, 11 Apparatus
- 350 Radar Certifications
- 108 Flat Rate Repairs for RPD & RFD
Budget and Finance

Raleigh-Wake Emergency Communications is a department of the City of Raleigh, but provides services to and is cooperatively funded by Wake County and other communities. Moneys also come from the State 911 Fund as generated by the 60 cent per month service fee on telephone bills. Billing and services are divided into City only, County only, 911 Fund only, and WECO—the Wake Emergency Communications Organization, which makes up the joint contributions.

Shared costs for service are billed on an annual basis, and derived from the percentage of dispatches received by an agency during the previous calendar year.

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<th>ORGANIZATION</th>
<th>CY 2012 DISPATCH</th>
<th>SHARED PERCENT</th>
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<th>BASE COST</th>
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<td>WAKE FOREST</td>
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<td>0.007158</td>
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Want to know more about the City of Raleigh Budget? Click [here](#).
Critical Public Safety Facility

Currently in the planning stages, the CPSF, or Critical Public Safety Facility is a four story structure of approximately 100,000 square feet designed to house the Raleigh-Wake Emergency Communications Center, the City of Raleigh EOC (Emergency Operations Center) Traffic Control, and City Data Center. Building Maintenance will also have an on-site presence.

The facility is being designed with a high degree of security and sustainability in mind, with numerous redundant systems that allow for uninterrupted operation during the most serious of emergencies.

LEED Silver certification is being sought.

Early artist's rendering of the new CPSF and radio tower.

A consolidated server room will serve both City of Raleigh general IT and specific public safety needs.

With continued council support, it is anticipated that construction will begin this summer (2014.)

Want to know more about the Critical Public Safety Facility? Click [here](#).
### Raleigh-Wake Emergency Communications

#### Agency at a Glance

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
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<td>Raleigh-Wake Emergency Communications</td>
</tr>
<tr>
<td><strong>Address:</strong></td>
<td>PO Box 590, Raleigh, NC 27602</td>
</tr>
<tr>
<td><strong>Agency Head:</strong></td>
<td>Barry Furey, Director</td>
</tr>
<tr>
<td><strong>Telephone:</strong></td>
<td>919-996-3530</td>
</tr>
<tr>
<td><strong>Fax:</strong></td>
<td>919-831-6859</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:barry.furey@raleighnc.gov">barry.furey@raleighnc.gov</a></td>
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<tr>
<td><strong>Agency Founded:</strong></td>
<td>January 28, 1972</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Emergency and non-emergency dispatching for the City of Raleigh and the majority of communities within Wake County; 911 PSAP (Public Safety Answering Point). Also provides technical services and communications support through the Communications Electronics Maintenance Shop.</td>
</tr>
<tr>
<td><strong>Agencies Served:</strong></td>
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<tr>
<td><strong>Population Served:</strong></td>
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<tr>
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<td>109 total, all activities and positions</td>
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<td><strong>Outgoing Calls:</strong></td>
<td>352,707 per year</td>
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<tr>
<td><strong>Total Dispatches:</strong></td>
<td>486,625 per year</td>
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<tr>
<td><strong>CAD Transactions:</strong></td>
<td>2,031,126 per year</td>
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<tr>
<td><strong>Certifications:</strong></td>
<td>Accredited since 2007 by the Commission on Accreditation for Law Enforcement Agencies (CALEA). Accredited Center of Excellence (ACE) since 2007 by the National Academy of Emergency Medical Dispatch. Reaccredited in both 2013. APCO (Association of Public—safety Communications Officials) International Project 33 Certified Training Academy, 2010. Recognized by the National Center for Missing and Exploited Children 2013.</td>
</tr>
</tbody>
</table>

Special thanks to Mike Legeros and Lee Wilson for their photos for this and other ECC publications.