

# Metropolitan Nashville Department of Emergency Communications



## 2023 Annual Report

# Mission

*The mission of the Department of Emergency Communications is to bring calm in times of chaos, order where there is disorder, and clarity in moments of confusion.*

# Vision

*To be an innovative, dynamic, and engaged Center, with capable and empowered team members collaborating with internal and external partners to accomplish our mission.*

# Values

*In carrying out our mission, our members will engage with empathy, efficiency, and professionalism:*

- *each citizen and visitor to Metro Nashville experiencing an emergency*
- *each public safety responder with whom we coordinate to help*
- *each member of our team in appreciation of the important work we do each day*

# Table of Contents

Mission, Vision & Values.....	2
Letter from the Director.....	4
Organizational Chart.....	5
Facility Renovation.....	6-7
<u>Administrative Services Division</u>	
Finance, Payroll & Human Resources.....	8-10
<u>Operations Division</u>	
Incident Reporting & Radio Dispatch.....	11-12
Virtual Workforce Assignments.....	13
Telecommunicator Emergency Response (local and regional).....	14-15
hubNashville / 3-1-1.....	16-18
<u>Support Services Division</u>	
Training and Educational Conferences.....	19-23
Quality Assurance and Accreditation.....	24-28
Peer Support / C.O.R.E.....	29
<u>Technology Division</u>	
Computer Aided Dispatch.....	30-31
Geographic Information Systems.....	32-33
Interfaced Technologies.....	34-35
Department-Specific Solutions.....	36-37
<u>Employee Recognition</u>	
Employees of the Month/Quarter.....	38-40
Individual Awards/Volunteer Service.....	41-46
Employee Recognition Banquet / Annual Award Winners.....	47-49
DEC Contacts.....	50

# Letter from the Director

It is with great pleasure that we present to you the Department of Emergency Communications (DEC) annual report for calendar year January – December 2023.



The men and women of DEC continue to provide prompt and courteous service to citizens in need of police, fire, medical and/or mental health services. Customer satisfaction surveys through the end of the year indicate an 84.71% satisfaction rate with the courtesy of our employees. This annual report certainly shows the tireless efforts put forth by our entire DEC staff as we strive to calm chaos, restore order and bring clarity to confusion.

“In an effort to improve emergency and non-emergency call answer times, we focused this year on offering alternate call processing solutions. Partnerships with hubNashville and the Metro Nashville Police Department helped to:

- decrease non-emergency call volumes by 22% (compared to 2022)
- answer 16% more 9-1-1 calls within 15 seconds, despite a 5% increase in total 9-1-1 calls (compared to 2019 - our busiest year in the past decade)
- answer 6% more non-emergency calls in less than 20 seconds, while reducing the total number of non-emergency calls by 50% (compared to November 2019)

Our continued partnership with hubNashville directs non-emergency callers to the most appropriate city service when they do not require public safety assistance. This effort reduced non-emergency call volumes in by 30% from 2022 and 40% from 2021. Indeed, this year posted the lowest non-emergency call volume in the past decade. Reduced non-emergency call volumes help dispatchers answer critical 9-1-1 calls faster and more frequently.

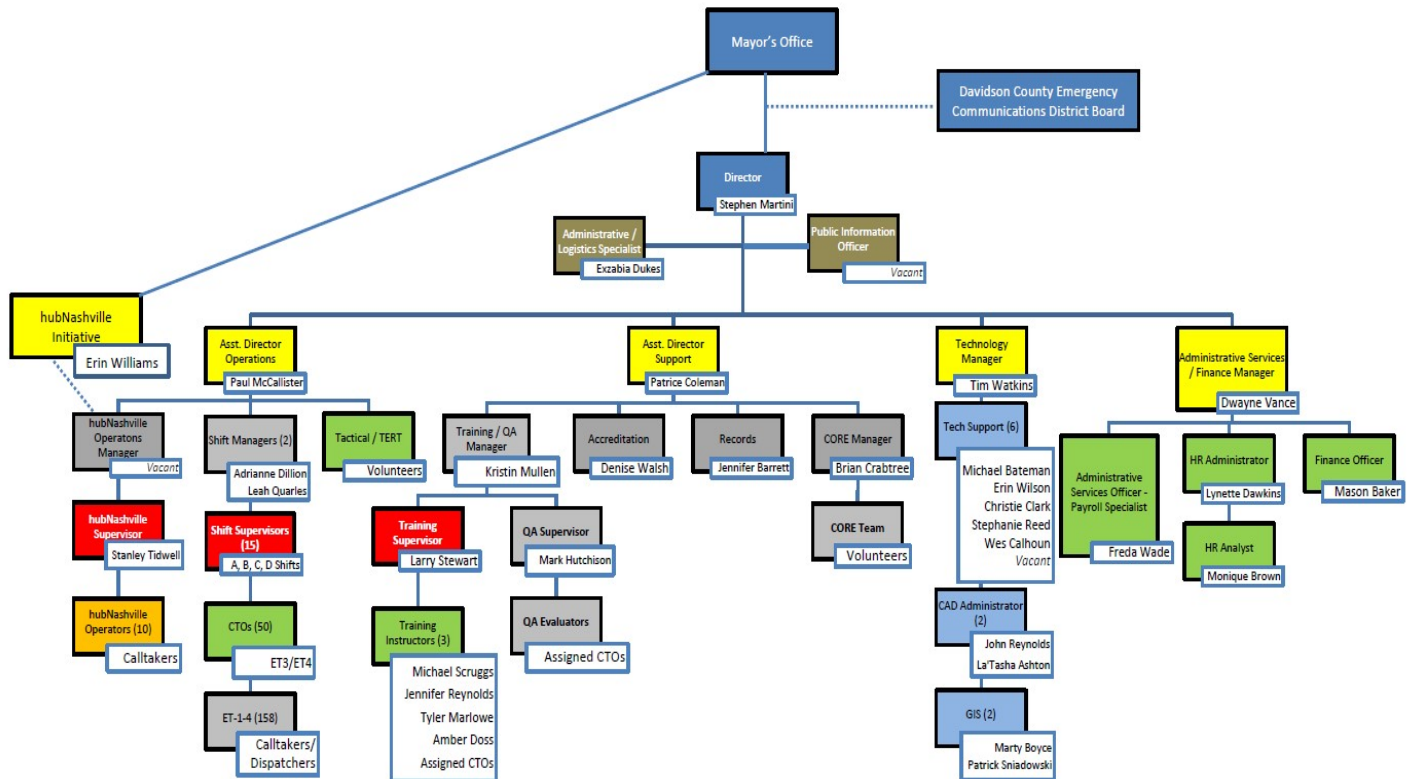
In the following pages you will find information highlighting our accomplishments and statistics showcasing trends focused on the hard work put in by each member of our team across four divisions— Administration, Operations, Support, Technology. It is my absolute pleasure every day to work with such a dedicated, professional and forward-thinking group of public safety communications professionals.

Coupled with the capabilities of this enthusiastic staff, our successes would not be possible without the support of Mayors John Cooper and Freddie O’Connell, their excellent staffs, the Metropolitan Council, the Davidson County Emergency Communication District (ECD) Board and the many citizens of and visitors to Nashville.

Stephen Martini, Director



## METRO NASHVILLE DEPARTMENT OF EMERGENCY COMMUNICATIONS ORGANIZATIONAL CHART

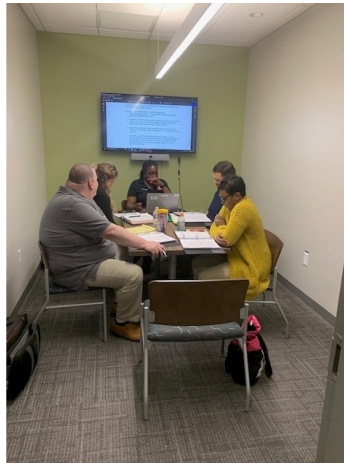


# Facility Renovation

In May 2022, the DEC in partnership with Metro General Services and the Davidson County Emergency Communications District embarked on a \$3.5 million renovation at our primary dispatch location. Renovations on the second floor completed in December 2022, with work continuing on the first floor and exterior spaces through 2023.



The majority of work was complete July 12th with live activation occurring July 14th. A ribbon cutting rededicating the building occurred July 17th, attended by representatives from the Davidson County Emergency Communications Board, Mayor John Cooper, Metro Councilmembers and State Legislators, TMP (architect), Capital Project Services (project manager), General Services, Metro OEM, Metro ITS, and members of the DEC team.



(l-r) **The renovated radio room** feature radio consoles at every desk, adding surge capacity. **Trainees gather** in a meeting room to review material. **The Executive Board Room** supports various functions including regular executive meetings and press briefings.



# Facility Renovation

Renovating the existing facility added:

- more consoles to support additional call-taker and radio dispatch functions
- a small workout room, and adjoining showers
- two quiet rooms used by personnel to process and rebound from traumatic incidents
- a lactation room for nursing mothers
- additional conference rooms to accommodate virtual and on-site meetings
- a bunk room for employees to rest who may need to stay the night during inclement weather or prolonged activations
- stronger exterior fence with pedestrian ingress/egress and an additional vehicle exit
- an updated plumbing system

As a result of the primary site renovation and addition of virtual work assignments for non-emergency call-takers, the DEC redesigned a portion of the backup center, accommodating a classroom training environment.

While activated, regular testing occurs in the operational sections to ensure operational readiness should an emergency situation require the immediate activation of either center.

When both sites are activated, employees respond to the most geographically-convenient site to ensure timely arrival, which reduces the possibility of service interruptions. The high level of service delivered to the citizens and responders of Nashville remains the same regardless of which site is activated.



# Administrative Services

DEC's Administrative Services Division is responsible for multiple sections including Finance, Payroll and Human Resources. With the recent growth of the department, this section has also increased by adding two additional staff members. This expansion should contribute to a more efficient workload and performance.

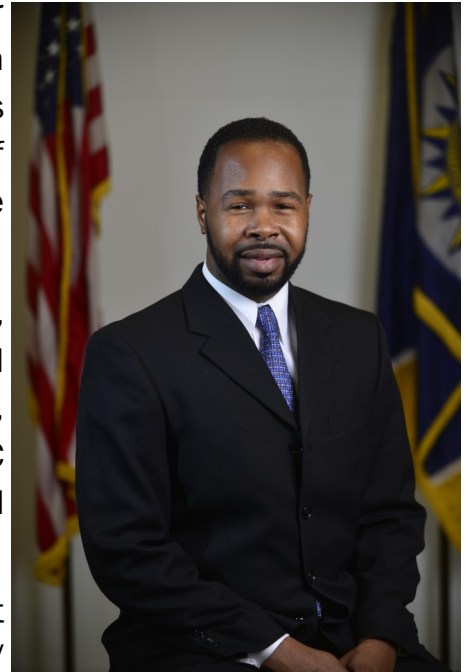
Financial services include, but are not limited to payroll, procurement, budgeting and associated policy and procedures. The Finance Section provides comprehensive, timely and accurate financial information to the DEC Leadership Team to support administrative and financial decision making.

DEC Finance works closely with Metropolitan Government of Nashville & Davidson County Emergency Communications District (ECD) to ensure proper reimbursements are received.

DEC's Payroll works closely with Human Resources and Metro Finance to ensure that payroll is processed for every employee in a timely manner and in accordance to policy and procedures. Payroll coordinates the tracking of time, attendance and accrual usage and balances. Payroll creates and provides information and reports that support both the Operations and Support Services Divisions of DEC.

Of the 5,551 checks issued; 5,533 were processed accurately. This represents a 99.68% accuracy rate and a total cost of \$20,110,503.

DEC's Human Resources (HR) is committed to assisting the employees by providing them with information and support in such areas as compensation, benefits, work place safety, ADA and employment law. The HR section facilitates the hiring, internal investigations and promotion of DEC Employees.



**Finance Manager  
Dwayne Vance**



**Human Resources Coordinator  
Lynette Dawkins**



# Human Resources

## Personnel

DEC operated with 245 Full Time Equivalencies (FTEs) during 2023. The following is a breakdown of the allocated positions:

- 1 Director
- 2 Assistant Directors
- 6 Managers
- 18 Supervisors
- 10 Technology staff
- 1 Quality Assurance staff
- 2 Finance/Payroll staff
- 1 Human Resources Administrator
- 1 Human Resources Analyst
- 2 Training Instructors
- 1 Administrative Specialist
- 1 Public Information Officer
- 187 Emergency Telecommunicators (ET1— ET5)
- 12 HuB Nashville call-takers

\* *An Organizational Chart can be found on page 5.*

## Grievances

In 2023, there were no grievances filed by any employees.

## Investigations

In 2023, the HR Section received 3 complaints and 1 internal investigation was conducted.

## Policies & Procedures

In 2023, the HR section updated and/or issued 23 procedures, and no policies. The DEC implements procedures and requires all employees to remain informed of any policy or procedural changes that may affect the services delivered to the citizens or first responders of Nashville.

All Policies & Procedures are electronically distributed to each employee, uploaded to PowerDMS. PowerDMS is available at each workstation allowing employees easy access to the system. This access increases the employees ability to search through all directives to find what information they may need.

# Human Resources

## Recruitment/Hiring

DEC HR conducted the following twelve (12) recruitment postings in 2023: a continuous posting for the 9-1-1 Dispatcher, 3-1-1 Call Center Specialist, Finance Officer, Emergency Telecommunications Supervisor (2 postings), Emergency Telecommunications Manager, Emergency Telecommunications Assistant Director, Human Resources Analyst, Information Systems Applications Analyst 2 (Web/ Intranet), Information Systems Applications Analyst 2 (Desktop Support), Information Systems Advisor 1 (Phone Specialist) and Public Information Officer; and one (1) promotional posting for Finance Manager.

A total of 916 applicants were processed in 2023.

DEC conducted new hire orientations and pre-hire testing both in-person and remotely. A total of 157 applicants were interviewed for the 9-1-1 Dispatcher position in 2023.



Six Academy Sessions were conducted:

- January: 5 new hires
- May: 19 new hires
- June: 8 new hires
- August: 17 new hires
- September: 4 new hires
- November: 12 new hires

A total of 65 new employees were hired in 2023, while 7 other employees were promoted, and 1 was assigned to a new role.

## Retirements & Resignations

DEC lost 62 employees in 2023 due to resignations, retirements, or terminations, while 3 others transferred to other Metro departments. The bulk of resignations or terminations were the result of altered hiring practices, in an effort to reduce the time required to on-board applicants. This resulted in some probationary employees members being dismissed within the first few weeks of hire.

# Operations



**Assistant Director  
of Operations  
Paul McCallister**

The Department of Emergency Communications (DEC) Operations Division is the core of the public safety system for Davidson County and the Nashville area. This Division operates 24 hours a day, seven days a week. Telecommunicators are trained to function as either call-takers or radio dispatchers. As call-takers, team members answer 9-1-1 calls and texts as well as non-emergency calls received by either phone call or via the hubNashville website or smart phone app. As radio dispatchers, team members coordinate communications for Police, Fire, and Emergency Medical Services to the citizens and visitors in Nashville/Davidson County, and the Metro Nashville Telecommunicator Emergency Response Team (TERT).

The Telecommunicator is often the first point of contact for citizens in need of assistance. It is imperative they use thorough interrogation skills to ascertain pertinent information to provide to the emergency responders in a timely manner. Often times, the

Telecommunicator must provide pre-arrival instructions to enhance the safety and welfare of callers and responding units. The pre-arrival instructions are based on the DEC Call Taker Training Manual guidelines and the Emergency Law, Fire & Medical Dispatch guidecards. These approved standards and best practices help provide a consistent process for Telecommunicators to assist callers.

Required continuing education, self-study and formal training sessions are provided for DEC personnel to maintain the knowledge of the most current processes and methods to provide the highest quality assistance to callers and responders.

## Emergency Statistics for 2023

9-1-1 Calls Answered	530,345
9-1-1 Text Sessions Processed	1,723

On average, 9-1-1 calls were answered in 4.8 seconds.

92% were answered in 15 seconds; 93% answered in 20 seconds.

The DEC received 10,572 individual text messages, comprising 1,723 sessions.

Non-Emergency Calls Answered	436,079
Non-Emergency Hub Requests Processed	18,499

## Non-Emergency Statistics for 2023

The types of calls for service always vary, however, DEC Telecommunicators are thoroughly trained and provide professional, efficient service to those in need of assistance based on the needs of the caller and the type of response required.

In 2023, Operations personnel provided assistance in 986,646 emergency and non-emergency incidents, reported by phone call, text, or via hubNashville.

# Operations

## Performance Trends - A 10-Year Perspective

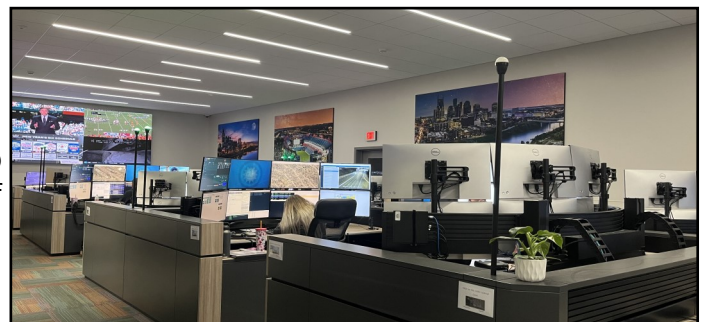
	2015	2016	2017	2018	2019	2020	2021	2022	2023
9-1-1 Calls	462,865	416,749	381,169	397,387	469,785	376,171	459,838	485,833	530,345
Non-Emergency	732,751	757,209	774,077	775,053	790,916	623,958	699,498	628,424	436,079
9-1-1 Texts	0	0	0	0	0	0	1,396	1,449	1,723
Non-Emergency hubNashville Requests	0	0	0	0	0	0	11,104	23,014	18,499
Total Phone Calls	1,195,616	1,173,958	1,155,246	1,172,440	1,260,701	1,000,129	1,159,336	1,114,257	966,424
9-1-1 Answered in	78%	77%	78%	83%	76%	89%	86%	88%	92%
9-1-1 Answered in	84%	82%	84%	88%	81%	91%	89%	90%	93%
Non-E Answered in	74%	73%	75%	79%	69%	73%	27%	25%	54%

In recent years, the DEC shifted focus to improving 9-1-1 call answer performance while introducing alternate methods to report non-emergencies. Despite a 10% increase in 9-1-1 call volumes, performance peaked. Non-emergency call processing improved above industry standards by the final two months of 2023 – 82% within 20 seconds – setting a strong trend for 2024.

## Operations Leadership

Operations supervisors facilitate administrative activities as well as provide additional support for DEC operations employees and the public or responders during especially busy times. Supervisors are a necessary link in the agency as they remain actively involved in real time events and keep management informed, when necessary.

In 2023, the DEC promoted three individuals to the position of supervisor and one to position of manager in the Operations Division: Barry Evitts, Matthew Carter, and Charles O’Connell (supervisors) and Adrienne Dillion (manager).



The DEC is fortunate to have individuals with the desire to grow in their career as they mentor and guide personnel while contributing to a well-balanced work force with a wide range of knowledge, experience, and years of service to the government of Nashville. It is imperative DEC personnel are dedicated to providing optimum quality service to the public and emergency responders, through attention to detail, alertness and quick, accurate actions.

# Operations

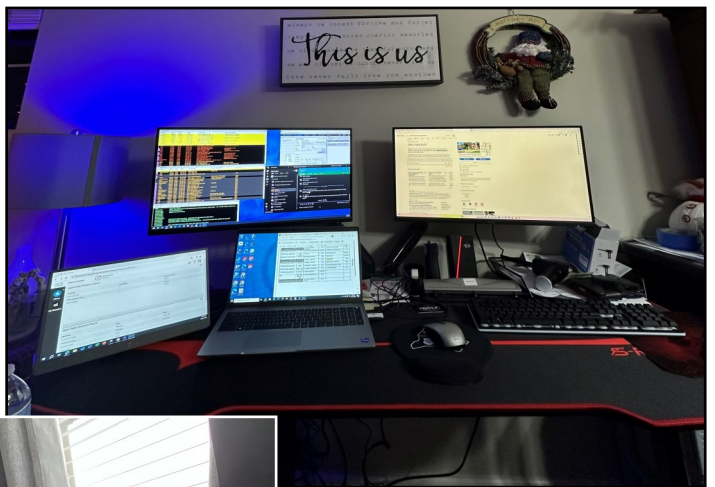
## Virtual Workforce Assignments (Work from Anywhere)

In June 2023, the DEC implemented non-emergency call-taking in a remote location—a term we call “virtual workforce assignment”. The program kicked off in May with on-site testing utilizing 10 laptops, then moved to a fully operational segment of daily assignments with an opportunity for 60 team members to work virtually from wherever they may be on one or more of their typical report-to-work days. The virtual call taker has access to all the tools needed to process a non-emergency call for service. Most importantly, if someone attempts to report an emergency call via the non-emergency lines, these telecommunicators are fully prepared and equipped to process the call right where they are.

In the first 7 months of implementation, telecommunicators working a virtual work assignment processed more than 77,928 calls. Read more about the technical aspects on Page 33!



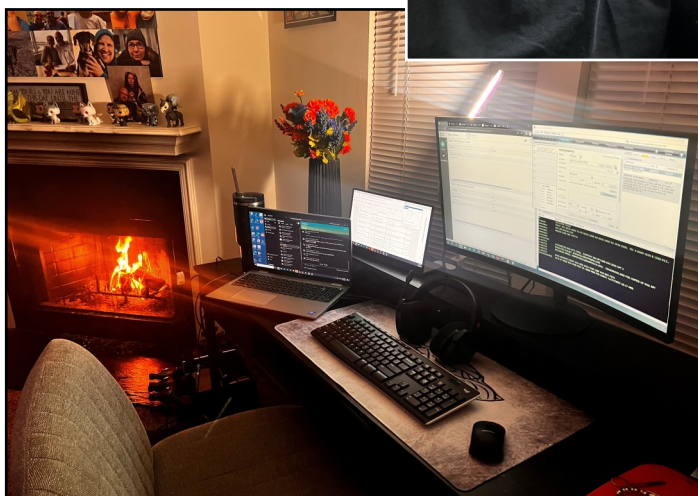
**(above and in the opposite corner)** Jeff Bolin demonstrates his virtual work space from the tailgate of his pickup truck at a campsite (with strong wifi) and his dog, Winston.



**(above)** Michael Smith displays his sleek virtual work space.



**(left)** Preston Holland demonstrates his work-space prepared to process non-emergency calls from home.



**(below)** Kaitlyn Jones displays her cozy virtual work space.



# T.E.R.T Telecommunicator Emergency Response Team



DEC's Telecommunicator Emergency Response Taskforce (T.E.R.T.) was created to give tactical incident dispatch support to our first responder partners in the field during planned events and/or incidents. Utilizing the team on the scene of planned events or incidents allows daily assigned team members at the DEC to stay focused on their primary functions.

Created in 2003 with initially just six (6) members, two (2) supervisors and one (1) manager, the team has grown to four teams totaling thirty-six (36) members led by four supervisors.

In 2023, Nashville TERT members worked 565 different events for police, fire, EMS, OEM and other agencies.

- 525 Pre-planned and recurring scheduled events
  - ◇ Including concerts, professional sporting events including the Tennessee Titans (NFL), Nashville Predators (NHL), Nashville Soccer Club (MLS), and the Nashville Sounds (MiLB), the SEC Basketball Tournament (NCAAM) and the TransPerfect Music City Bowl (NCAAF), parades, protests, law enforcement initiatives, and dignitary visits from the First Lady and the President of the United States and others.
- 4 Emergency Operations Center Activations with Office of Emergency Management
  - ◇ Including an inclement weather event.
- 5 Training Events / Exercises with MNP
- 6 Large Scale Citywide Multi-Discipline Events
  - ◇ CMA Fest Country Music Festival
  - ◇ NHL Draft
  - ◇ Let Freedom Sing! Music City July 4th Celebration, *televised nationally on CMT*
  - ◇ The Big Machine Music City Indy Car Grand Prix, *televised nationally on NBC*
  - ◇ St. Jude Rock n' Roll Nashville Marathon
  - ◇ Nashville's New Year's Eve Celebration, *featuring a 5-hour national broadcast on CBS and Paramount+*

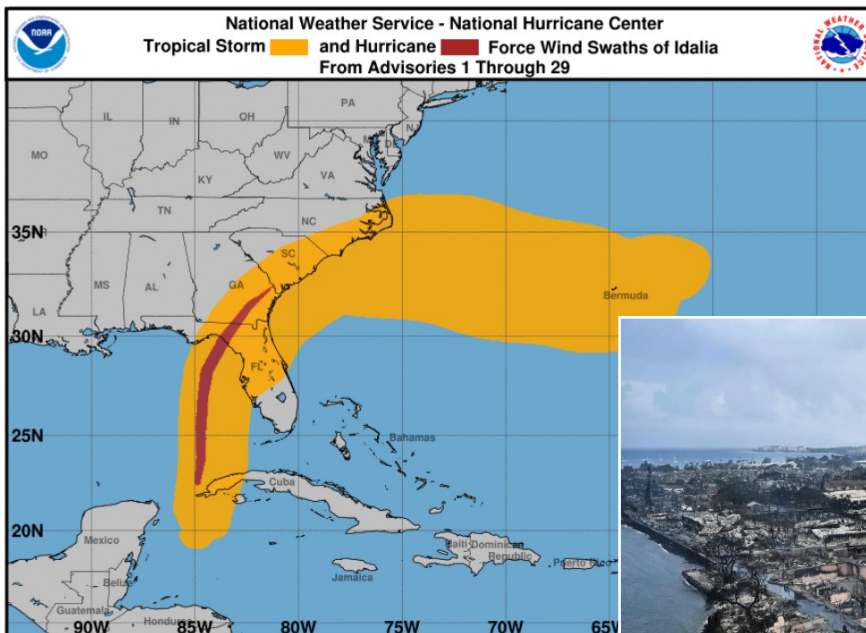


# TERT Telecommunicator Emergency Response Taskforce

The Nashville Telecommunicator Emergency Response Team (TERT) also participates with the National Joint TERT Initiative and are ready to deploy, at any time, as part of the Tennessee TERT Program, offering mutual-aid nationwide to communication centers.

Specially-trained teams of Emergency Telecommunicators from various agencies across the nation are ready to deploy, responding to assist any PSAP or dispatch center locally, regionally, or nationally experiencing a crisis. Backed by both the Association of Public Safety Communications Officials, Intl. and the National Emergency Number Association, the Tennessee TERT Program is represented by a board consisting of a State Coordinator and six (6) Regional Coordinators. Director Martini serves as the agency TERT coordinator. DEC has 30 TERT-trained responders.

While there were no active deployments for the team in 2023, the team was placed on standby to assist emergency communications centers impacted by Hurricane Idalia in Florida and wildfires in Hawaii, both in August.



Hurricanes on the Atlantic Coast and wildfires in Hawaii are the types of incidents Nashville TERT is prepared to respond and assist with efforts to recover from disasters.

[www.facebook.com/TnTert](https://www.facebook.com/TnTert)

# hubNashville / 3-1-1

hubNashville is administratively attached to the DEC, for budgetary purposes. Through this partnership, twelve (12) 3-1-1 call-takers, including a supervisor and manager, answer calls for non-emergency Metro services and information weekdays, 8 a.m to 5 p.m. There are two Spanish-speaking agents and two Kurdish speaking agents, while the website and app are always available processing requests in English, Spanish, Somali, Burmese, Kurdish, and Arabic. The vision and mission of hubNashville are set by the Director of hubNashville – Erin Williams – and the website and app are supported by Metro ITS.



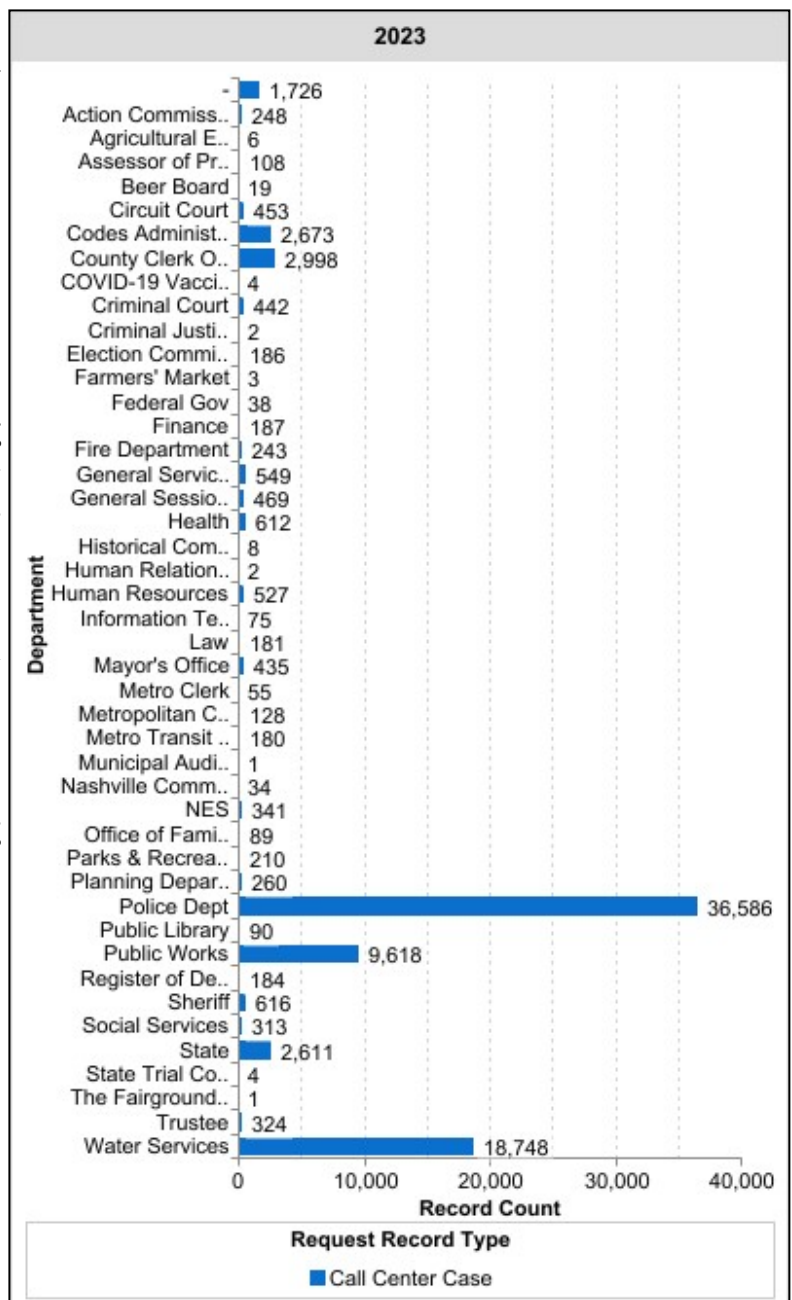
Reporting non-emergency public safety response requests is as simple as going to [www.hubNashville.gov](http://www.hubNashville.gov) or the hubNashville app, then selecting the “Public Safety” request types to report a variety of non-critical issues including:

- improperly parked or abandoned vehicles
- damaged, found or stolen property
- noise violations
- loitering, drug activity
- well-being checks for family, friends or co-workers,
- access online reporting options from MNPd for non-injury traffic accidents, lost property or others
- and a variety of services from other Metro Departments.

Entries are monitored around the clock by DEC telecommunicators and processed to law enforcement, fire or medical responders in the same way as a traditional voice call.

The hubNashville operators—answering phone calls to 3-1-1—handle several information requests for information. Of the 82,587 calls for information, 36,586 were related to public safety.

Tow drivers report vehicles repossessed or picked up from private property through the hubNashville app, routed directly to the Records Division of the Metro Nashville Police Department—a whopping 26,127 incidents handled without placing a voice call to a dispatcher or hub operator.





# hubNashville / 3-1-1

## Public Education Campaign

The Davidson County Emergency Communications District supports an advertising campaign encouraging the use of 3-1-1, the hubNashville website or mobile app, rather than traditional 10-digit non-emergency numbers to report concerns, and use of the mobile app and online portal to report non-emergency issues 24 hours a day.

Supporting the administrative attachment to hubNashville, the DEC Technology Division continues to work alongside Metro ITS to support hubNashville equipment and employee accounts in order to more efficiently manage hardware assigned to team members in a virtual workforce environment. These advertisements guide citizens to alternate means of communications, leading to an increase in the use of the hubNashville website and mobile app.

More people used the website and mobile app more than voice calls to 3-1-1 to report non-emergencies.

Members of the DEC Operations Division were trained to process hubNashville calls, allowing a team of DEC dispatchers the ability to process requests should a surge of calls overwhelm existing hub personnel, as was possible during the pandemic or could occur in the wake of severe weather impacts driving a temporary spike in service requests.

## hubNashville Operator Performance

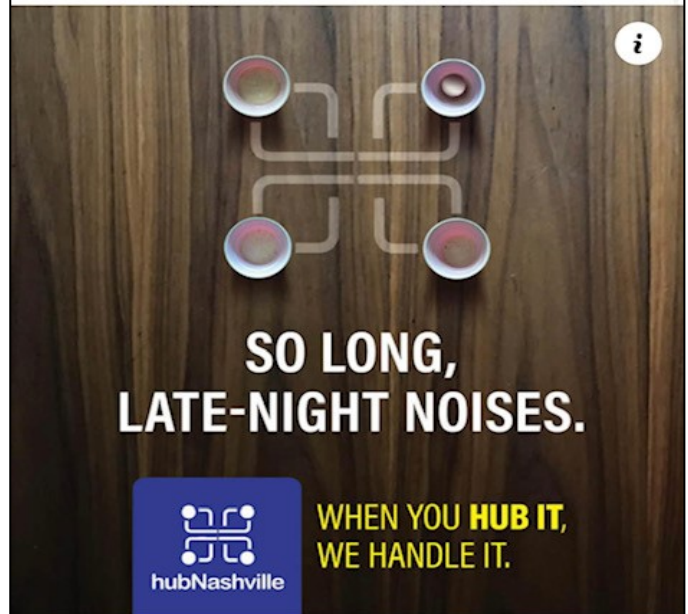
Since DEC partnered with hubNashville to answer non-emergency inquiries, requests for information resolved on the first call increased from 1,575 (2% of total 3-1-1 calls) to 36,586 (44% of total 3-1-1 calls) in 2023.

In 2023, requests were received through a variety of methods:

- 45% - phone call to 3-1-1
- 43% - www.hubNashville.gov
- 12% - hubNashville app

This year, the hub team resolved 82,587 (57%) requests on the first call of the 144,921 total calls received. All calls were answered in an average 26 seconds (23 seconds for those using the Spanish speakers line).

When the party next-door gets a little too rowdy, don't ring the cops. #HubIt to get the right team on the job.

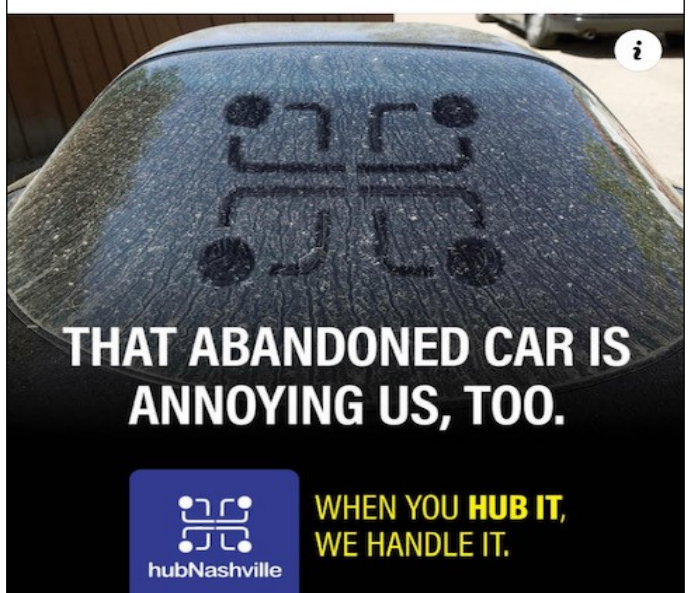


**SO LONG,  
LATE-NIGHT NOISES.**

**WHEN YOU HUB IT,  
WE HANDLE IT.**

<https://hub.nashville.gov/>  
**The easy way to handle non-emergencies.** [Learn more](#)

Non-emergencies are a nuisance but not a reason to call 911. Easily submit complaints with hubNashville instead. #HubIt



**THAT ABANDONED CAR IS  
ANNOYING US, TOO.**

**WHEN YOU HUB IT,  
WE HANDLE IT.**

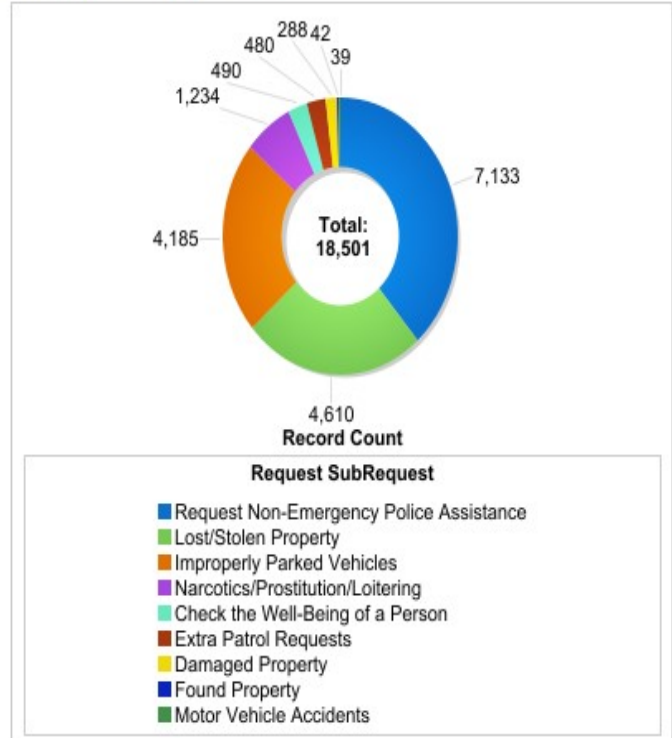
[https://hub.nashville.gov](https://hub.nashville.gov/)  
**When you Hub It, we handle it.** [Learn more](#)

# hubNashville / 3-1-1

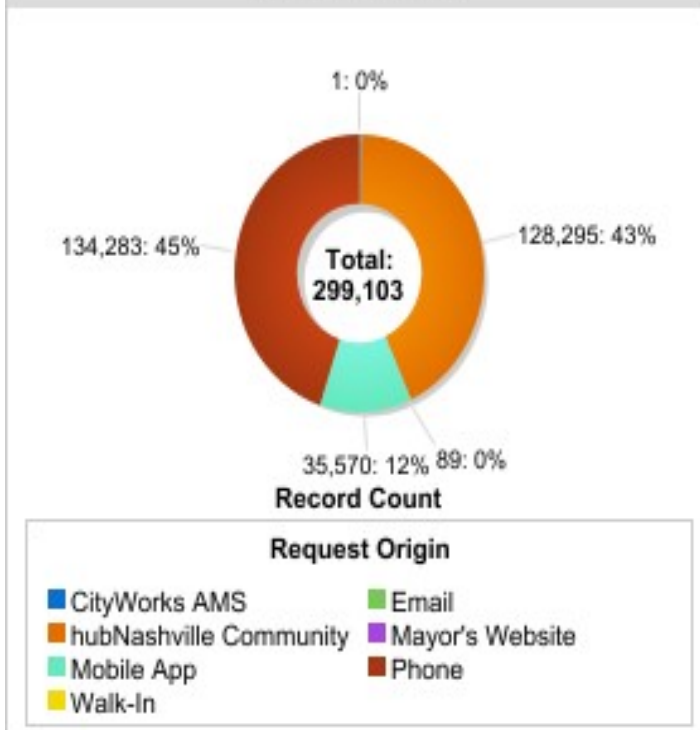
## Request Count by Month - 2023

Opened Date	Record Count
December 2023	1,195
November 2023	1,414
October 2023	1,534
September 2023	1,499
August 2023	1,887
July 2023	1,562
June 2023	1,617
May 2023	1,627
April 2023	1,557
March 2023	1,584
February 2023	1,496
January 2023	1,529

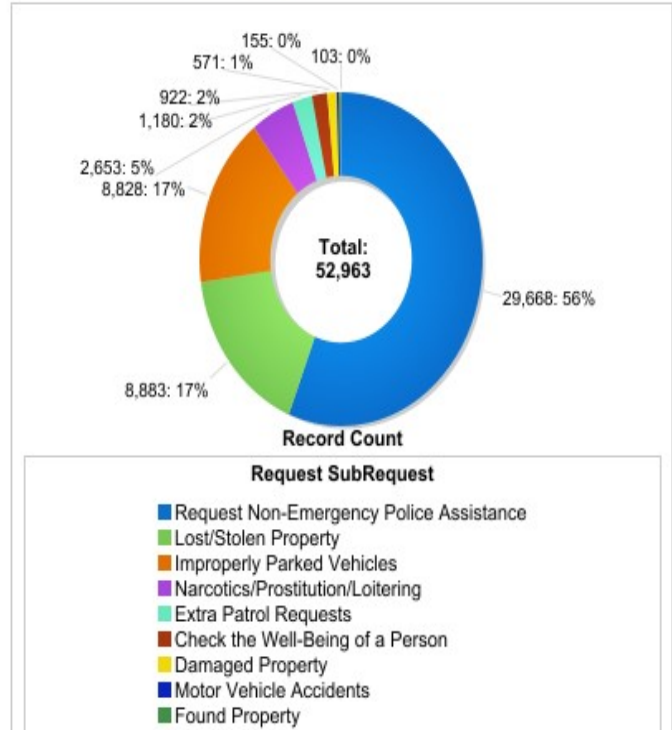
## SubRequest Type - 2023



## 2023 (Full Year)



## SubRequest Type - All Time



# Support Services



**Assistant Director  
of Support Services  
Patrice Coleman**

Support Services Division exists to support the Operations and Technology Divisions in all facets of completing the agency mission, ensuring the DEC implements the best practices within the public safety industry.

The sections within this Division include:

- Training
- Accreditation,
- Quality Assurance and Improvement
- Peer Support
- Community Outreach, Recruitment and Education (C.O.R.E.)



**Kristin Mullen  
Training & QA Manager**

## Training Section

The goal of the Training Program is to provide the opportunity for all employees to obtain the necessary skills, knowledge and ability to perform their present duties as well as prepare them for future assignments and advancement.



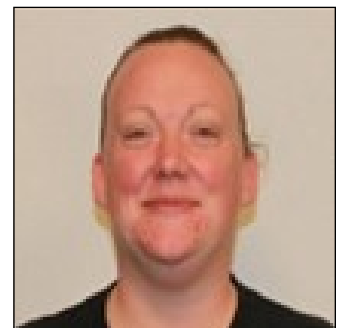
**Larry Stewart  
Training Supervisor**



**Michael Scruggs  
Training Supervisor**



**Tyler Marlowe  
Instructor**



**Amber Doss  
Instructor**

# Training Section

## Training Sessions

In 2023, the Training Section facilitated 646 training sessions; 201 taught by DEC Staff. The remainder were taught by Metro Human Resources and external subject matter experts. This year, the Training Section provided 19,492 hours of in-house instruction to DEC employees.

The training sessions covered a variety of topics including: (\*denotes number of sessions)

- New Hire Academies (7\*)
- APCO Public Safety Telecommunicator 1 Certification (7\*)
- APCO Emergency Medical Dispatch (EMD) (7\*)
- APCO Fire Service Communications (FSC) (2\*)
- APCO Communications Training Officer (4\*)
- Law Enforcement Dispatch (3\*)
- American Heart Association CPR certifications (64\*) and recertifications (83\*)
- Defensive Driving (38\*)
- Basic communications practices and procedures courses for Metro Nashville Police Department officers (4\*)
- Basic communications for Crisis Intervention Teams for Metro Nashville Police Department and Mental Health Co-Op Clinicians (9\*)
- In-service related training was delivered in a shift briefing or classroom for 2023, covering EFD Guidecards, Aladtec, APCO Intellicom refresher, Mark 43, AskRail, Rapid Deploy, and MNPDCORe.
- National Center for Missing and Exploited Children (NCMEC) (58\* new personnel received training).
- Self-guided, online courses offered by Virtual Academy (\*32), covering Telecommunicator CPR, Amber & Silver Alerts for Telecommunicators, Autism Awareness for Telecommunicators, Effective Communications, Human Trafficking Awareness, Text to 911, Interpersonal Communications, De-escalation, and Peer Support.

## Annual In-Service Training

DEC Employees are required to attend annual in-service training each year. Topics vary during these sessions and often originate from frontline employee recommendations. Our partnership with the National Center for Missing and Exploited Children (NCMEC) is in a recertification cycle. Through NCMEC, employees learn best practices for handling highly specialized calls pertaining to missing persons and exploited children.

Employees are required to complete a monthly, online, self-study session which includes a packet of information for review and a test. The subject matter is different each month but covers relevant work responsibilities.

# Training Section

## **APCO Agency Training Program Certification**

The Training Section completed its first year of a 3-year certification period from APCO's Agency Training Program Certification, which shows compliance with American National Standard 3.103.2-2015 Minimum Training Standards for Public Safety Telecommunicators. In 2025, the agency will be required to submit a new application and provide evidence of continued compliance.

This distinguished certification is held by less than 6 of the more than 150 emergency communications centers in Tennessee and by only a few hundred of the more than 6,000 nationally.

## **Self Study Training**

Employees also receive an online bi-monthly physical or digital copy of Public Safety Communications (PSC) Magazine from the Association of Public-Safety Communication Officials (APCO), Intl.

This magazine is full of articles relating to public safety communications issues, trends, and general topics. Employees are required to complete quizzes utilizing in-house software to receive Continuing Dispatch Education credits, which are required for annual course recertification.

## **New Hire Academies**

The DEC Training Section conducted seven academy sessions in 2023. In the academy, recruits learn the basics of call taking and radio dispatch, policies, procedures and gain a working knowledge of the Computer Aided Dispatch System. They also obtain eight (8) certifications:

- National Crime Information Center (NCIC)
- APCO Emergency Medical Dispatch (EMD)
- APCO Fire Service Communications (FSC)
- Cardio Pulmonary Resuscitation (CPR)
- Incident Command System (ICS)
- National Incident Management System (NIMS)
- APCO Public Safety Telecommunicator Basic Training
- National Center of Missing & Exploited Children (NCMEC)

New hires successfully completing the new hire academy in 2023 (71), are tracked throughout the training program, Trainers submit Daily Observation Reports (DORs) for each trainee through a software system, as well as track scores in an overall performance tracking spreadsheet.

The training section reviews DORs and the tracking log to gauge trainee progress. The DORs also measure the effectiveness of the training program.



# Training Section Conferences

In 2023, several DEC team members were able to attend regional and national training conferences. These conferences allow our team to attend a wide range of training sessions specific to our public safety emergency communications industry, network with other public safety communications professionals across the region or nation, see new technology, equipment, or tools being used or on the horizon all while enhancing their skills and professionalism.

The Davidson County's Emergency Communications District Board invests funding in DEC employees to attend training and professional networking opportunities. Conferences attended by DEC employees this year include:

- 9-1-1 Winter Workshop
- TBI's Tennessee Information Enforcement System (TIES)
- Motorola User's Summit
- National Emergency Number Association (NENA) Annual Conference
- Association of Public Safety Communication Officials (APCO) Annual Conference (Nashville - Host City)
- Tennessee Emergency Numbers Association (TENA) Annual Conference
- Commission on Accreditation of Law Enforcement Agencies (CALEA)
- Denise Amber Lee "Be the Difference" Conference
- Association of Government Contact Center Professionals (AGCCP) Conference

The Training Section is in year two of its 3-year certification period for APCO's Agency Training Program Certification, which shows compliance with American National Standard 3.103.2-2015 Minimum Training Standards for Public Safety Telecommunicators. In 2025, the agency will be required to submit a new application and provide evidence of continued compliance.

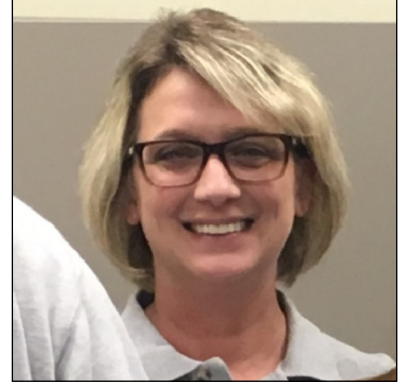


# Training Section Conferences

In 2023, the APCO International Annual Conference was held in Nashville, allowing several members of the DEC the opportunity to engage with public safety communications professionals from around the globe both at the Music City Convention Center and as a host for Communications Center tours. Several team members served on the Conference Committee or volunteered in various capacities including session proctors, information booth attendants, registration, and expo hall coordinators. The conference was one of the best attended and profitable in the Association's history, and Tennessee filled every volunteer position (approximately 300).



# Quality Assurance & Records



(from left) Mark Hutchison, Jennifer Reynolds, and Jennifer Barrett

The Quality Assurance (QA) program provides information regarding the overall performance of the agency, the competency level of each employee and the call taker's attitude and behavior toward citizens and first responders.

The QA program assists in determining community and first responder concerns and provides feedback, recognition, recommendations and suggestions for improvements through reviews and various methods of training.

In addition to the categories outlined on the next few pages, the Quality Assurance Section assists in various duties which provide administrative support to the daily operations of the DEC.

In 2023, the DEC continued compliance state and national quality assurance standards. These standards require our team to evaluate a certain percentage of medical calls or statistically significant portion of law enforcement and fire calls for quality.

QA reviews are conducted by Communications Training Officers specially assigned to the role of Quality Assurance Evaluators (QAEs) for a specified time on a rotating basis. These assignments help our on-the-job trainers better understand the performance trends among all call-takers, preparing them to engage those issues with trainees in the future while meeting national standards.

## In-Service Training

Quality Assurance (QA) personnel provided education and instruction during 2023 including an APCO Intellicomm refresher, Rapid Deploy, Prepared Live, and quality assurance standards and processes through roll call training. Individual meetings with Telecommunicators and supervisory personnel also occurred. Additionally, QA personnel also assisted or instructed training sessions during seven new hire classes.



# Quality Assurance & Records

## Call Reviews

Call reviews are completed on randomly selected calls (telephone and dispatched incidents) on a monthly basis. The Quality Assurance Evaluators collect and report information on standardized forms designed to be an objective and consistent means of measurement and feedback to Operations.

In 2023:

### Medical Calls

- 14,216 reviews completed
- 18.1% of the 78,579 total EMD calls

### Fire Calls

- 3,236 reviews completed
- 9.3% of the 34,899 total fire calls

Both are well over the national standard requiring 7-10% of EMD calls reviewed annually. Law Enforcement calls will be added to regular reviews in 2024.



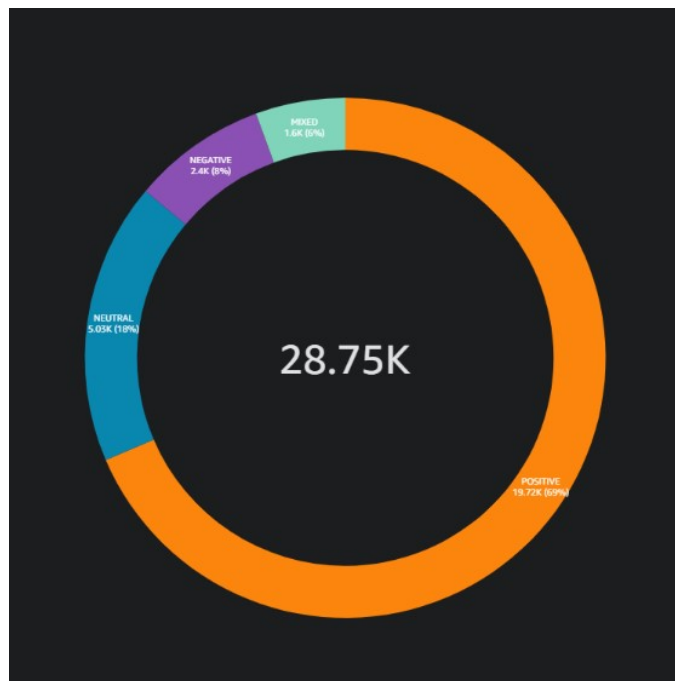
EMD & EFD	# of reviews	Compliance
100% Excellence	11,901	68.2%
99-80%	3,282	18.8%
79-51%	2,251	12.9%
Below 50%	18	0.1%
<b>TOTAL</b>	<b>17,452</b>	<b>100%</b>

# Quality Assurance & Records

## Surveys

The DEC partners with PowerEngage (formerly CueHit) to solicit customer satisfaction responses via text messaging in near-real time to measure the quality of service provided by DEC call takers and dispatchers. This year, 197,021 surveys were sent resulting in 56,744 responses (29%). Of those, 84.7% reported receiving overall good or great service from DEC personnel.

Of the 56,744 responses, 28,750 offered additional comments on their experience, with 75% positive or mixed comments, 18% neutral and 7% negative.



## Complaints

In 2023, QA researched 5 complaints, in line with 2022. Of those 5 complaints, 3 were founded.

Feedback Board	
All right	He was wonderful and very empathetic about the situation
She was to the point, listened. Well, was reassuring that someone would respond biggest she listened. She was also aware of the interaction that was going on with those around me who were the problem. she made me feel that she understood the gravity of the situation. Seems very good at her job.	Dispatcher was excellent.
Very professional and helpful	He was professional and helpful.
5+ very helpful and polite.	Dispatcher spoke clearly, repeated information that was given, provided clear instructions.
Very professional, calm, kept asking questions about the situation.	I hated troubling metro by department last night, but I realized now I forgot to take my blood pressure pill which is why I fell I promise I'll do better. Thank you for coming to my rescue.
Kind, courteous asked appropriate questions.	Everything went well and very professional job well done!
Nice and helpful and understood a Dolly reference :-)	Outstanding service
He was incredibly helpful, knowledgeable, respectful, encouraging. It made my terrible experience bearable	He reached out quickly. He was kind, professional, and provided all the information I needed.
She did get me some help in my situation.	He was very professional
Very nice and pleasant. Easy to talk with and asked good questions	Provided clear communication, friendly demeanor and quick to respond.
Efficient ,soothing	Very nice and helpful

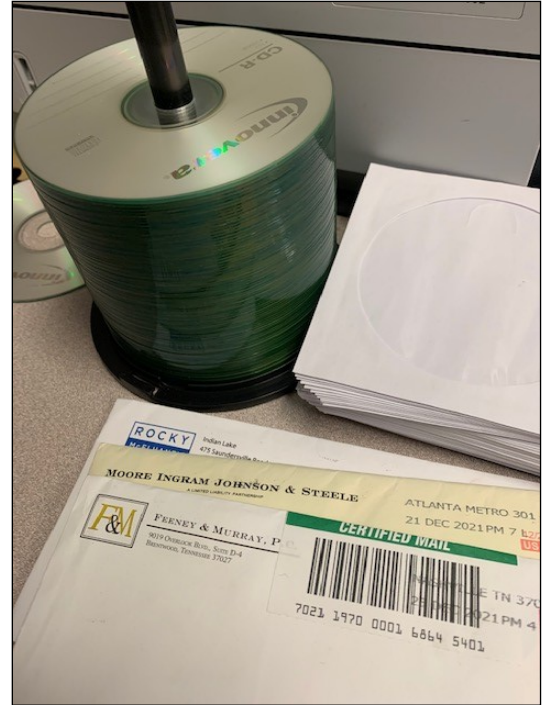
# Quality Assurance & Records

## Audio & Data Requests

Requests for audio or call data received from the public, private law offices, first responders or court orders are processed through this office.

In 2023, there were 2,045 requests processed for Public Safety agencies, 793 from citizens and 88 from news media. An additional 198 requests for general research were also completed.

Along with the request above, the section was responsible for responding to 295 subpoenas and appeared in court twice to verify or validate recordings.



## Terminal Agency Coordinators (TAC)

Personnel located in the Support Division serve as our agency's liaison to the Tennessee Bureau of Investigation (TBI) for matters of computer derived law enforcement information. Training and certifications of all operators in the agency is maintained by the Terminal Agency Coordinator and their alternate.

During 2023, Tennessee Information Enforcement System (TIES) certifications were completed for 58 employees and 88 re-certification tests were administered. A total of 1,424 criminal history checks were completed for certification and re-certification documentation.

## Records Management

The DEC has an on-site records officer that is responsible for maintaining the records of the DEC. Most records are maintained for three (3) years plus current unless Metro Policy dictates a different retention time. Paper records are maintained at Metro Storage and electronic records are maintained at the DEC until destroyed by approved means.

# Accreditation



**Accreditation Supervisor**  
**Denise Walsh**

The DEC is pursuing continued accreditation with the Commission for the Accreditation of Law Enforcement Agencies (CALEA) Public Safety Communications Accreditation in 2025.

***Commission for the Accreditation of  
Law Enforcement Agencies:  
Public Safety Communications Accreditation***



Accreditation through CALEA requires that an agency has a developed set of directives and rules that are adhered to by all employees. Agency roles that are examined in this process are Organizational Structure; Direction and Supervision; Human Resources; Recruitment, Selection and Promotion; Training; Operations; and Critical Incidents, Special Operations and Homeland Security.

A large amount of continuous work is required to maintain compliance with the standards set forth in each of these areas. This process requires all DEC employees to be familiar with the policies, procedures, rules, and laws that pertain to our agency and the need to accurately follow and enforce them. Each section must demonstrate, on a quarterly basis, professional work ethics as they carry out their individual responsibilities to ensure best practices and accreditation compliance.

CALEA standards are consistently being reviewed and revised to make sure our processes are up to date with changing technologies and laws. Recently added standards require proof that all employees receive training on new technologies implemented at the DEC as well as educating the public on these technologies when appropriate. Another recent change to the accreditation process includes focus areas annually to provide information to, and receive feedback from, the assigned assessors. Additionally, a link has been added to the DEC Webpage to allow the public to contact CALEA directly and provide feedback regarding our agency as it relates to the accreditation process and standards.

The DEC received initial accreditation in 2005 and, on November 19, 2021, the agency earned Communications Accreditation for the sixth consecutive review period. All standards reviewed were verified in compliance, and the assessors were extremely impressed with the employees and the actions of the agency.

The DEC also remains a CALEA TRI-ARC Agency, which is given to the governing body and agencies that have concurrent CALEA accreditation for their Law Enforcement, Public Safety Communications and Public Safety Training Academies. Nashville is one of 25 cities to receive this prestigious award from CALEA. We look forward to our continued collaboration with the Metro Nashville Police Department to maintain this status.

# Peer Support Group

In 2023, our Peer Support Group collaborated with Tennessee Public Safety Network (TPSN) for training and facilitate critical incident stress debriefings. This program is comprised of DEC employees nominated by their peers to serve as an in-house support system, allowing our staff to choose who they are comfortable speaking with and the assurance someone is always available with various levels of training to speak confidentially with someone. Peer Support team leaders also received training from the 9-1-1 Training Institute, led by Dr. Jim Marshall.



**C.O.R.E. Manager**

**Brian Crabtree**

## C.O.R.E.

The Community Outreach, Recruitment, and Education (C.O.R.E.) team was created in 2016 to consolidate all community education and recruitment efforts into one team, thus ensuring our community involvement and education function was handled in a consistent and professional manner. The DEC believes community education and outreach are a top priority and the agency should take advantage of every opportunity to educate the public while being accessible to discuss any questions they may have.

Throughout 2023, there was intentional focus on partnering and building relationships with vocational and other educational institutions seeking future applicants. Once such effort is with the non-profit organization PENCIL – allowing the DEC to reach a more robust and diverse audience.

In 2023, the C.O.R.E. team participated in approximately 31 events spanning recruitment and public education. This included:

- 10 career fairs
- community event hosted by Hermitage Advisory Group
- a technology expo hosted by Bridges for the Deaf and Hard of Hearing
- a community college event at Vol State
- Nashville National Night Out Against Crime
- technology demos for The Office of Family Safety (OFS)
- facilitation of Rescue Rex shows
- Antioch Middle School Career day
- hosted tours and educational sessions for Nashville Fire and Police Department recruitment classes, Box55 (volunteer rehabilitation for fire service), recruits and interns, State Parks Police, APCO International annual conference attendees, and citizen groups.



# Technology Division



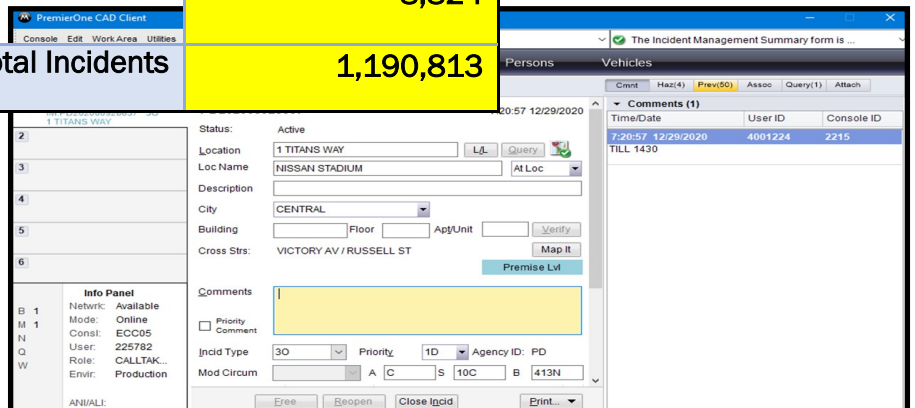
**Information  
Technology Manager  
Tim Watkins**

The Technology & Special Projects Division is responsible for implementing and maintaining the technology components within the DEC. They manage the many systems within the organization including an IP based telephone system, Computer Aided Dispatch (CAD) network, Geographic Information System (GIS), all DEC office administrative computers and supporting hardware and a host of interface solutions to other Metro Departments.

This section also works closely with Metro Information Technology Services, and public safety response partners to provide capability for a seamless flow of dispatch information.


The Department of Emergency Communications uses a Motorola PremierOne Computer Aided Dispatch (CAD) system to process all emergency and non-emergency calls. Dispatchers constantly use this system to relay critical information directly to first responders from the Metro Nashville Police Department and Fire Departments. The system is also used by the Office of Emergency Management and the Davidson County Sheriff's Office to manage and dispatch incidents. In 2023, the CAD system was used to manage more than 1 million total incidents, which includes calls from the public and field responder initiated activity.

Agency	# CAD Incidents
Metro Nashville Police Department	956,815
Nashville Fire Department	172,450
Office of Emergency Management	52,724
Davidson County Sheriff's Office	8,824
<b>Total Incidents</b>	<b>1,190,813</b>



# Technology & Special Projects

## Computer Aided Dispatch (CAD)

<b>P</b>	110A	AR	00:02	30	6099	5500 CHARLOTTE	
	110B		00:02				
	111A	OS	00:04				
<b>P</b>	111B	EN	00:04	45P	4407	7642 HIGHWAY 70 S	
<b>P</b>	113A	AR	00:04	43R	4351	1313 51ST AVE N	
	115A	AR	00:02	45P	4407	7642 HIGHWAY 70 S	
	121A		00:02				
	123A	AR	00:02	40TS	5176	8058 RIVER ROAD PIKE	
	125A	AR	00:00	30	6099	5500 CHARLOTTE PIKE	

This system is vital for 9-1-1 operations and makes call-taking and dispatching very efficient. The system interfaces include Motorola PMDC (Premier Mobile Data Computers), Locution CAD Voice and Fire Station Alerting, Deccan LiveMUM (Move-Up Module), ASAP to PSAP (Automated Secure Alarm Protocol), APCO IntelliComm call guides to triage fire and medical incidents, and IAmResponding dynamic incident notification. The system also supports Automatic Resource Locators (ARL) providing the nearest unit recommendations, which allows the closest unit to be sent to emergencies and decreases wait times.



During the year, CAD administrators worked closely with Motorola to perform a system hardware refresh that included a version upgrade to the PremierOne software. This is a large scale project that requires extensive testing of the product and interfaces. Also, quarterly updates were applied to the Locution audio database adding new street names, common places, and incident types. The Deccan LiveMUM application received updates as requested by the Nashville Fire Department (NFD). CAD system administrators also assisted Nashville Fire and Metro Police with the deployment of the new Motorola PremierOne Mobile software, which is an improved mobile solution with added features and functionality.

System administrators carefully maintained the CAD premise hazard record throughout the year. These records ensure critical information is readily available to dispatchers and responders regarding scene safety, access codes, medical alerts and more. Multiple system change requests were processed to accommodate internal personnel and external partner agencies. One such change included converting existing fire incident types to plain text codes which required hours of testing and configuration updates to ensure a seamless transition.

The Department also implemented a backup CAD system with the vendor Mark43. This cloud-hosted, redundant solution allows DEC employees the much-needed functionality to manage incidents and responders in the event of a primary system outage. The system was used on multiple occasions during the year when the primary system was unavailable for various reasons.



# Geographic Information Systems (GIS)

The duties of the Technology GIS Support Staff are to manage and administer GIS data used by the DEC to ensure it



## GIS and Mapping

meets mandated Next Generation 9-1-1 standards. This includes adding new addresses and streets assigned by Nashville Department of Transportation (NDOT) as well as making corrections or changes to existing 9-1-1 data, when necessary. GIS staff are responsible for uploading GIS data into the P1 Motorola CAD system deployed at all call taker and dispatcher workstations. This data is essential to routing first responders throughout Davidson County and providing location verification. Externally, this team works closely with Metropolitan Government Departments including Fire, Police,

Planning, Department of Transportation, Parks, and Greenways to ensure all GIS data used within CAD is accurate and up to date.



The GIS team continues to work with True North Geographic Technologies, aggregating and performing quality control on all statewide GIS 9-1-1 data layers and runs weekly checks of the GIS 9-1-1 data. The team implemented new in-house quality control such as analyzing unmatched addresses which ensure address points fall in the correct centerline range. New addresses continue to be a major part of the workflow, as well as some street name changes.

**City Field Project:** In 2023, the GIS team continued to City Field project from 2022 to fix the outdated and redundant city names to better represent the existing areas of Davidson County. The first phase of this project — detailed in the 2022 Annual Report — wrapped up in early 2023. The second phase of this project began with the GIS team identifying the areas within Nashville’s named zip codes needing more granular names. The city area generally called ‘West’ had the biggest change to more specifically identify The Nations, Bellevue, White Bridge, Whites Bend, West Meade, Hillwood, Sylvan Park, Sylvan Heights, Cherokee Park, Richland, and Green Hills. This project will continue until the entire city layer is adjusted to represent the existing areas of Davidson County.

The GIS team also refreshed the satellite imagery for each CAD position for 2023 in order to keep up with the ever-changing environment that is Nashville. The team continued their relationship with NDOT to ensure all Next Generation 9-1-1 guidelines for addressing, established by National Emergency Number Association, are being followed.



# Geographic Information Systems (GIS)

The GIS team was responsible for proving several map layers of our coverage area for the hosted Mark43 tactical CAD solution. The GIS team also provides street centerlines and Emergency Service Boundary layers for the state of Tennessee in the event a TERT response is required to assist or receive assistance from neighboring communications centers

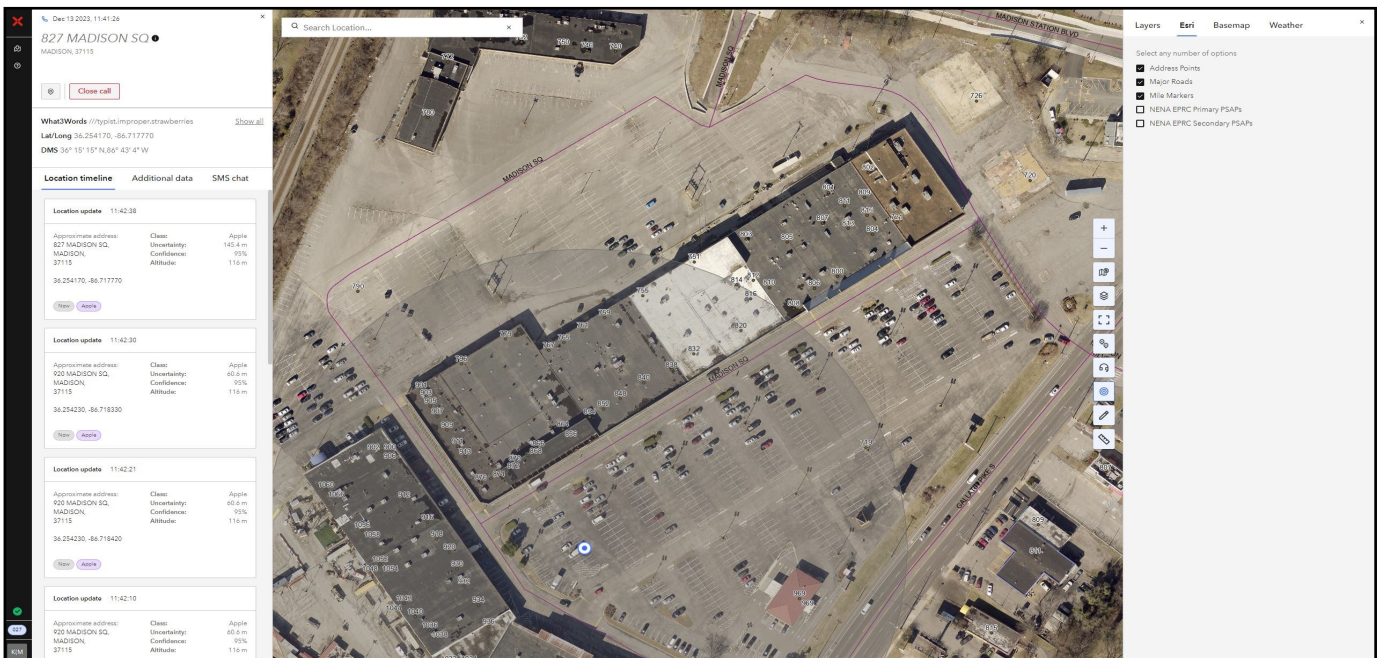
In 2023, there were 845 geo-file issues reported through the intranet—a 93% increase from 2022. The GIS team continues to build effective one-on-one feedback when solving Geo-file/map issues. As Geo-file/map issues are resolved, users learn how the GIS 9-1-1 data supports call routing and become more invested in improving our 9-1-1 data to increase accuracy.

As Nashville continues to grow, so does the size of the DEC Next Generation 9-1-1, database as shown in the following chart:

	2022	2023	Difference		
<b>Addresses</b>	430,190	443,724	13,534	or	3.05% (2023 down from 2022's 3.64%)
<b>Centerline Segments</b>	39,881	40,520	639	or	1.58% (2023 down from 2022's 10.61%)
<b>Common Places</b>	6,165	6,467	302	or	4.67% (2023 up from 2022's 4.35%)

These additions are reflective of the persistent growth within Davidson County and the hard work of the GIS Technology team to build and maintain a comprehensive Next Generation 9-1-1 GIS database. These improvements are ongoing and continue to assist dispatchers and call takers in their endeavors to accurately locate callers and dispatch the requested services to serve the citizens of Davidson County.

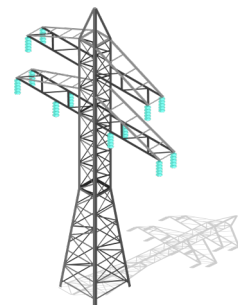
**Rapid Deploy:** The GIS team worked with Rapid Deploy and implemented DEC's Next Generation 9-1-1 data into their call-taking/mapping solution. This gives additional information with regards to addressing and street verification to those operational staff whether working on-site or virtually.



# Interfaced Technologies

## Hardware & Software Systems

**Server Infrastructure** – The Harding VxRail hardware was brought online in 2023. In January, a new server for the PMDC application used by both Police and Fire resources was put into production. This involved building the new server with Windows Server 2019 in order to accommodate v15 of the Actian Zen database software.



In 2023, DEC continues to utilize the NICE Inform suite for recording 9-1-1 and non-emergency calls. In conjunction with our Intrado Viper upgrade to version 7, a reconfiguration of our resources was required to allow the new Intrado Viper positions to be recorded due to position IDs had changed.

**Regional Private Data Network Project**— DEC partnered with the Williamson County Joint Communications Network Authority, Mission Critical Partners, and Metro ITS to create a regional private data network. This project allows communications centers in all participating counties to share telephone capacity with each other during primary phone network outages. In 2023, a proof of concept between the DEC and Williamson County Department of Emergency Communications was successful passing voice calls between each location, utilizing the others' phone system. Governance documents to support this relationship were approved by both governing bodies in November 2023, with intentions to move the proof-of-concept to production in 2024.



Windows Update

In cooperation with Metro ITS, DEC deploys monthly Windows software patches, in order to ensure we are operating the most secure and up-to-date systems possible. Additionally, in Q4, we completed a Windows Feature update bringing all SAC version computers up to version 22H2 of Windows 10. This required coordinated scheduling with Metro ITS to minimize impact on Operations.

**Motorola Radio Laptops** – In cooperation with Motorola Solutions resources and Metro ITS, DEC configured eight laptops with the Elite Dispatch software, allowing these laptops to communicate with the Motorola Radio network and function as a mobile dispatch console. Initially, they were deployed on the second floor offering redundancy at the primary site during the renovation, in case of emergency at the backup site. Once renovations completed, they were installed in relief/ tactical dispatch positions used in daily operations. The Radio Laptops retain the ability to be unplugged and go mobile quickly, as they remain a part of our contingency plan in the event of a necessary evacuation from our primary site.

**DEC Dispatch Renovation** - Critical equipment began installation on the second floor in January 2023, with new hardware installed and tested for operational readiness by late April 2023. Demolition of the first floor began in January 2023 while all new hardware was installed and tested for operational readiness by early July 2023. Technology staff worked very closely with other Metro partners and vendors to ensure proper cabling and network connectivity configuration was in place for functionality.



# Interfaced Technologies

## Hardware & Software Systems

**DEC Dispatch Renovation** - Critical equipment began installation on the second floor in January 2023, with new hardware installed and tested for operational readiness by late April 2023. Demolition of the first floor began in January 2023 while all new hardware was installed and tested for operational readiness by early July 2023. Technology staff worked very closely with other Metro partners and vendors to ensure proper cabling and network connectivity configuration was in place for functionality.

**QSYS AV Solution**— As part of the renovation project, an AV solution was deployed which allows for the display of multiple PC sources to be viewed on multiple tv's on both floors and including 3 video walls for situational awareness. The project also included installing a sound masking solution in the upstairs Operations area to reduce background noise distractions

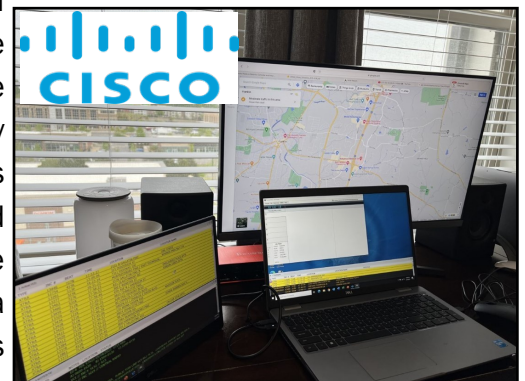


**Intrado Viper 7 Project** - We continued our hardware installation and software upgrade of the Intrado Viper 7 phone system. Starting with our primary site (Node A), we configured backroom equipment, then installed the call handling equipment on the renovated second floor in February. Call handling equipment was installed on the first floor in June, when renovations were complete. In July, we conducted testing with AT&T and Intrado, going live at our primary site on July 12th. In August, we configured Node B at our backup site, installing call handling equipment at all positions, then tested and went live at our backup site in September. Dual nodes allow the DEC to function in an active-active status for maximum call processing capacity and redundancy. With this upgrade, the DEC realized new capabilities including a wireless, FirstNet-capable backup network and preparation for i3 in 2024.

As part of this project, we upgraded our AT&T IPFLEX circuits from Primary Rate Interface (PRI) based circuits to Session Initiated Protocol (SIP) circuits. This upgrade provided more capacity for inbound and outbound calls into our Intrado Viper and Cisco phone systems.

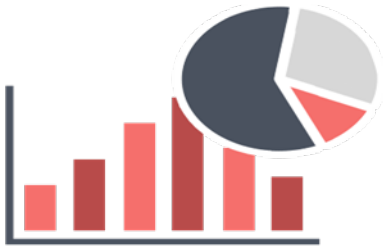


**Remote Work Laptops** — DEC worked closely with ITS to expand our use of the Cisco Unified Call Management and Cisco Finesse solutions answering non-emergency calls in a remote environment. DEC Tech staff configured 40 laptops with necessary applications to perform call handling and processing calls remotely, adding 20 more laptops later in the year to expand capacity. We also expanded our capabilities to include alarms line calls which can also be answered remotely and configured a hotline number that can be enabled and answered at moment's notice during crisis situations.



# Department-Specific Solutions

## Statistical Reporting



The DEC receives requests for statistical data from organizations and individuals alike. Requests range from the number and types of calls for a specific address to the number of emergency calls received monthly or annually.

The reporting data generated from various systems helps to see and better gauge the type of changes and/or adjustments that may need occur in daily operations. The data also provides insight into what other technological advances that are currently available or in development the DEC might consider to provide the best service possible to the citizens and first responders.

In 2023, the DEC received 986,646 9-1-1 and non-emergency calls while recording more than 1 million requests for service in the Computer Aided Dispatch (CAD) application. DEC call-takers placed more than 390,502 outbound calls, 6% of which were in response to abandoned 9-1-1 calls.



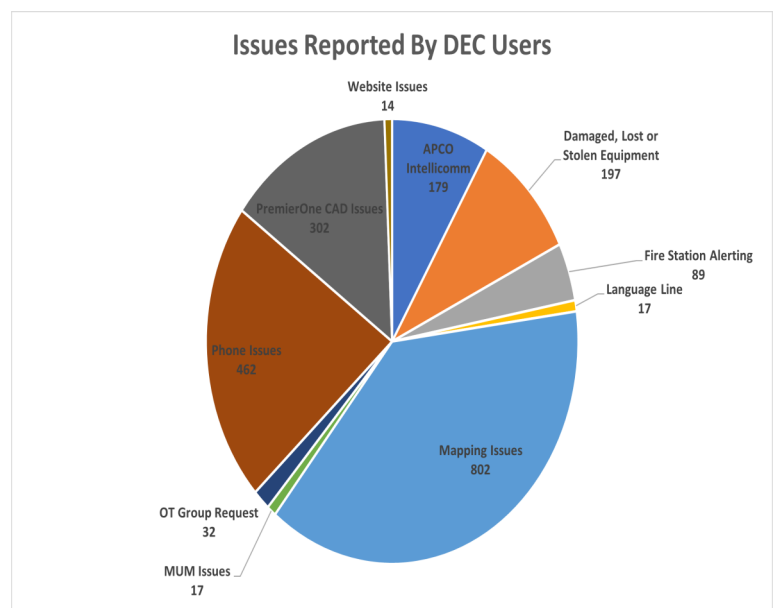
The DEC utilizes ECaTS to retrieve data from our phone system, with the ability to generate a wide variety of standard reports providing details on any call received at the center. Users can create and share reports via an AdHoc reporting feature, leveraging the power of all team members to improve situational awareness. These reports reveal perspectives of hourly, daily, monthly, or annual call volumes to better assess staffing or

technology needs. Since the upgrade to Viper 7, ECaTS became the exclusive reporting portal for our 9-1-1 phone system.

## Intranet

An intranet is defined as a private internal network supporting an organization's employees. It does this by facilitating communication, collaboration, and information sharing. Since its inception in 2009, the DEC intranet evolved based on the needs of end users. As new technologies are deployed, the intranet continues to serve as a conduit through which information and resources are delivered. Because of this, the DEC Technology section is able to rapidly respond to any issues that may have a detrimental impact on vital system operations.

During 2023, the DEC Technology Section responded to over 2,100 issues reported via the intranet by our end users.

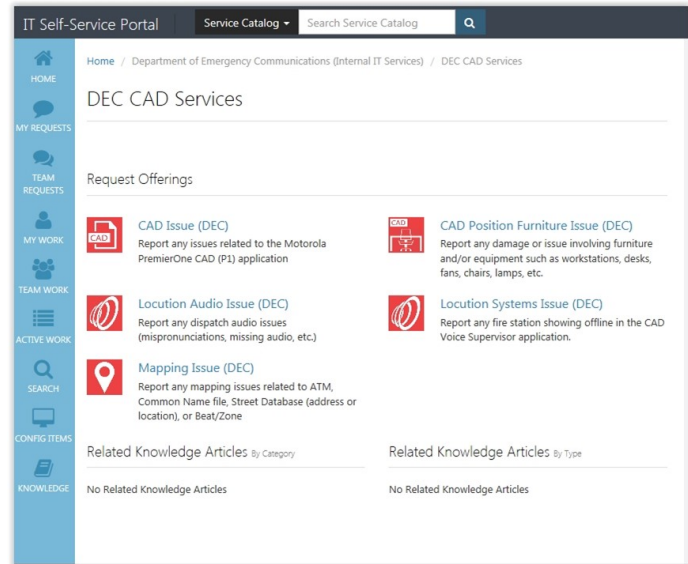


# Department-Specific Solutions

## ITS Self-Service Portal

The DEC Technology Section receives requests for service from individuals via the Information Technology Services (ITS) Self-Service Portal. Our technicians work to quickly resolve the issue or re-assign the ticket to the appropriate group, if warranted. This system allows the requestor to receive status updates in real-time via email.

In 2023, the DEC Technology Section received **117** service requests via the ITS Self-Service Portal.



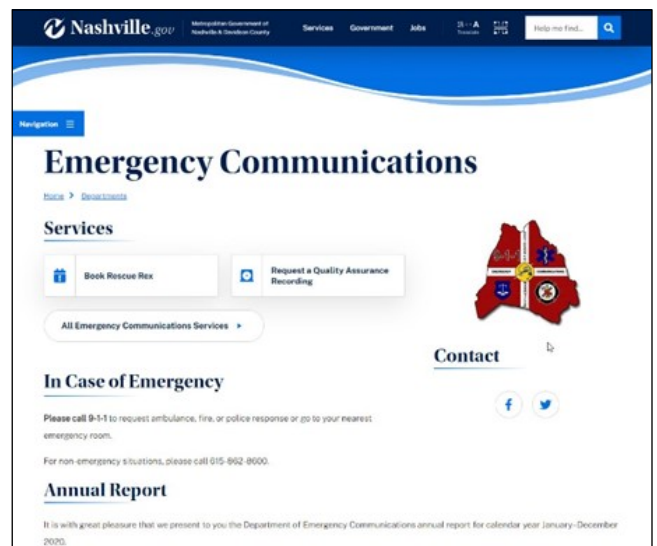
## Nashville.gov Re-design

NASHVILLE.GOV/ECC

The DEC maintains its own webpage on Nashville.gov (<https://www.nashville.gov/departments/emergency-communications>). This page provides valuable information to the general public about the history of the DEC, its mission, vision, and values and other general 9-1-1 information. Visitors can also access links to submit requests for open records requests, submit questions and/or concerns and to learn about employment opportunities.

The Tech Staff work with Metro Information Technology Services making improvements to the site.

- The site is **Services focused**. Departmental specific content will still have a place on the site but is expected to be reduced and focused on critical information. The concept of a services-centric site is quickly becoming the standard for Municipality websites. See examples at the end of this email.
- The site is **cloud-hosted** to maximize uptime and accessibility.
- The site is based on the very popular and powerful open-source Drupal 8 platform which offers extensibility through plug-in type framework and powerful content management tools.
- The site is **tightly connected with hubNashville**.



# Telecommunicator of the Month

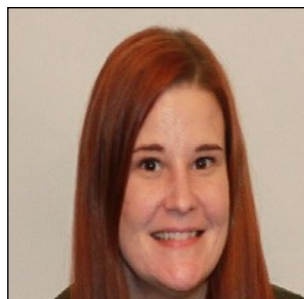
Each month an employee is selected for their outstanding performance by being recognized as the Employee of the Month (EOM). All employees are eligible based on specific criteria related to attendance, commendations, and overall work performance. Any employee may submit a nomination for EOM. A committee comprised of members of other local Public Safety agencies vote each month. The chosen employee is recognized in front of their peers with a certificate, an assigned parking space for the month and they become eligible for the Employee of the Year award. Team members recognized in 2023 were:

## January



Layne Mathis

## February



Natalie Stewart

## March



Sarah Hartley

## April



Robert Eggers

## May



Cyrenthia Arthur

## June



Adrian Prather

## July



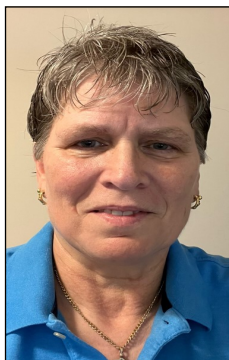
Lindsey Boleyjack

## August



Mary Baxter

## September



Tamara Whitehouse

## October



Nicholas Thiffault

## November



Michael Smith

## December



Rachel Matthews

# CTO of the Month

Each month an employee is selected for their outstanding performance by being recognized as the Employee of the Month (EOM). All employees are eligible based on specific criteria related to attendance, commendations, and overall work performance. Any employee may submit a nomination for EOM. A committee comprised of members of other local Public Safety agencies vote each month. The chosen employee is recognized in front of their peers with a certificate, an assigned parking space for the month and they become eligible for the Employee of the Year award. Team members recognized in 2023 were:

## January



Breanna Jordan

## February



Shawnee Etheridge

## March



Sydney Cameron

## April



Athisha Robinson

## May



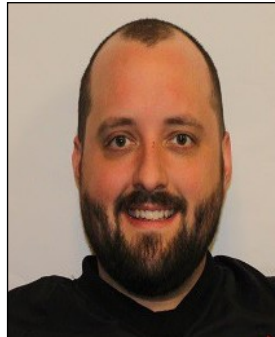
Alyssa Bryant

## June



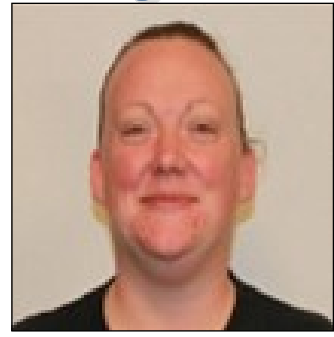
Tyler Marlowe

## July



Matt Carter

## August



Amber Doss

## September



Jamie Fuqua

## October



Kaitlyn Kramer

## November



Cyrenthia Arthur

## December



Austin Forsyth

# Supervisor of the Quarter

Each month an employee is selected for their outstanding performance by being recognized as the Employee of the Month (EOM). All employees are eligible based on specific criteria related to attendance, commendations, and overall work performance. Any employee may submit a nomination for EOM. A committee comprised of members of other local Public Safety agencies vote each month. The chosen employee is recognized in front of their peers with a certificate, an assigned parking space for the month and they become eligible for the Employee of the Year award. Team members recognized in 2023 were:

Q1



Sebrina Jackson

Q2



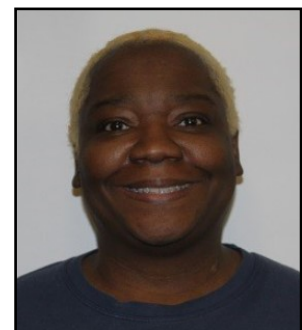
Kim Manier

Q3



Adrienne Dillion

Q4



Kathy Hogan

# Administrative Team Member of the Quarter

Q1



Angela Milliken

Q2



No Nomination

Q3



Lynette Dawkins

Q4



Paul McCallister



# Community Recognition

Throughout the year, members of our team can be recognized by civic groups or professional associations for the difference they make while serving in public safety communications. While none of our team members choose to serve so they may receive recognition, it is always humbling to celebrate with them when they are recognized for doing great work.

In 2023, our team members were recognized for outstanding service.

## **Amber Doss – Emergency Communications First Responder of the Year; *Donelson–Hermitage Chamber of Commerce***

At a ceremony on October 13th, Amber Doss was honored alongside several area public safety professionals as the First Responder of the Year, in the emergency communications category. Ms. Doss was specifically selected for her steady, reassuring call processing during the Covenant School shooting, her initiative to innovate and instruct a redundant Computer Aided Dispatch solution, and her flexibility and kindness when supporting her teammates.



## **The MNDEC – Extra Large PSAP Incident of the Year; *Tennessee Emergency Number Association; First Responders Children’s Foundation Incident of the Year.***

At a ceremony on Sept. 26th, the Department of Emergency Communications was recognized by the Tennessee Emergency Number Association (TENA) for handling the Incident of the Year for an Extra Large PSAP (an agency having more than 20 consoles), specific to the response to the Covenant Presbyterian School shooting.



Additionally, Jeff Bolin was recognized by TENA as the Telecommunicator of the Year for his role coordinating law enforcement to the scene. The following month, Mr. Bolin represented the DEC alongside the MNPD and MNFD in New York City, accepting the First Responders Children’s Foundation Heroes of Honor Award.



# Professional Certifications / Volunteer Service

Paul McCallister and Michael Bateman earned APCO's **Certified Public-Safety Executive (CPE)** professional certification after completing a 6-month course, including a 2-week capstone. Fewer than 200 public safety communications leaders hold this designation globally—just 3 at the DEC.



Kim Manier and Adrienne Dillion earned NENA's **Emergency Number Professional (ENP)** certification, which proves competency to lead in emergency communications. They join 6 others at the DEC who hold this designation.

Several supervisors also earned their **Registered Public Safety Leader (RPL)** certification, as part of their promotion to the role.

DEC team members are encouraged to engage our profession through volunteer service which helps our team better understand challenges and opportunities common to our service sector so we can anticipate problems and achieve top results. In 2023, the following team members were elected to serve in leadership positions at the state or national level with either the Association of Public Safety Communications Officials, Intl. (APCO) or National Emergency Number Association (NENA).



- Stephen Martini—*Chair, Tennessee Emergency Communications Board; 1st Vice President of APCO, Intl.*
- Paul McCallister—*Gulf Coast Regional Representative to the Board of Directors at APCO Intl.*
- Patrice Coleman—*1st Vice President, Tennessee Chapter of APCO, Intl.*
- Mark Hutchison-Roberts—*Tennessee Emergency Number Association (TENA) Middle Tennessee Representative to the Board of Directors*



Additionally, the following team members volunteered through the year with various committees or workgroups with APCO or the NENA:

## **APCO Intl (or Tennessee APCO Chapter)**

*Agency Training Program*—Courtney Bell, Mark Hutchison, Denise Walsh

*Awards*—Mark Hutchison

*Editorial*— Patrice Coleman, Adrienne Dillion

*Health & Wellness*—Kat Hogan, Derica Mitchell

*Member & Chapter Services*—Mark Hutchison, Jasmine Wooden

*Military Employment*—Exzabia Dukes, Kat Hogan

*Professional Development Events*—Courtney Bell

*Young Professionals*—Mattalen Simpson

*TN APCO Historian*—Denise Walsh

*NENA 911-988 Interactions Workgroup*—Kat Hogan, Patrice Coleman

*TN APCO Registered Public Safety Leader Scholarship Committee*—Patrice Coleman, Michael Scruggs (chair)

# Employee Recognition

## Perfect Attendance

- Matthew Calub
- Jamaura Mayhue
- Sabrina Webb
- Brian Doser
- Ronald M. Boyce
- Stanley Tidwell
- George Allen
- Latasha Ashton
- John Reynolds
- Tim Watkins
- Angela Milliken



## Metro Government Service Awards

### 5 Years of Service

- \*Rebecca Lam
- \*Katherine Proctor
- \*Natalie Stewart
- \*Rebecca Lewis
- \*Barry Evitts

### 10 Years of Service

- \*Brad Sadler
- \*Kandy Kubala

### 15 Years of Service

- \*Jeff Bolin
- \*Marie Denton

### 20 Years of Service

- \*Judith Davis
- \*Jennifer Barrett
- \*Jasmine Wooden

### 25 Years of Service

- \*John Reynolds
- \*Jason Fryer

### 30 Years of Service

- \*None

### 35 Years of Service

- \*Tim Watkins

### 40 Years of Service

- \*Angela Milliken

# Employee Recognition

## Saving Lives

In 2023, 274 lives were saved by 129 DEC dispatchers offering life-saving CPR instructions, requiring the call taker to lead the caller through cardiopulmonary resuscitation (CPR) protocols. The opportunity to save a life can be very rewarding.

Last year, our team members facilitated CPR 806 times—1% of 78,579 total emergency medical calls. Of those offers, CPR was successful at saving a life in 34% of the cases.

Dispatchers receive a 9-1-1 Life Saver lapel pin to be worn on their gold line lanyard in recognition of their achievement.



### January —

*Lindsey Boleyjack, Robin Breeden (2), Sydney Cameron, Mitchell Casey, Shawnee Etheridge, Sarah Hartley, Lesly Hernandez, Rocko Hunt, Breanna Jordan, Rebecca Lam, Layne Mathis (2), Brandi Miller, Yvette Page, Erik Rumbaugh, Mattalen Simpson (2), Sonia Strain, Lauren Wadley, Aubrey Warnick, Jasmine Wooden, Krystal Wuenst.*

### February —

*George Allen, Mackenzie Bayne, Daniel Carmen, Shawnee Etheridge, Barry Evitts, Breanna Jordan, Kathi Kobus, Kaitlyn Kramer, Christa Carter, Courtney Leaman (2), William Locke (2), Julie Magnini, Layne Mathis, Charles O'Connell, Kasey Phibbs, Jill Randall, Marguerite Rogers, Crystal Searcy, Natalie Stewart, Alexandria Stowell, Breanna Sullivan, Shakia Thompson, Aubrey Warnick, Tammy Whitehouse, Krystal Wuenst.*

### March —

*Mary Baxter, Lindsey Boleyjack, Megan Burkett, Marie Denton, Barry Evitts, Kathleen Garmon, Ashley Gray, Breanna Jordan, Shannon King, Christa Carter (2), Julie Magnini, Layne Mathis, Susan Palmer, Nichole Pedraza, Katherine Proctor, Erik Rumbaugh, Sabrina Webb, Jasmine Wooden, Krystal Wuenst.*

### April —

*Marie Denton, Mariah Donica, Brian Doser, Robert Eggers (2), Ashlee Humes, Rocko Hunt, Hailey Joseph, Shannon King, Christa Carter, Layne Mathis, Charles O'Connell, Jill Randell, Candace Rufus, Michael Smith, Breanna Sullivan, Nicholas Thiffault, Lauren Wadley, Lisa White, Krystal Wuenst (3)*

### May —

*Mariah Donica, Andi Estep, Tina Farris, Donna Jarrell, Shannon King, Christa Carter, Ben Lawson, Julie Magnini, Jasmine Moseley, Charles O'Connell, Candance Rufus, Angela Simmons, Alexandria Stowell, Breanna Sullivan, Nicholas Thiffault, Alex Vanderlinde, Adriana Wade, Marquita Young.*

### June —

*Marquita Alston, Cyrenthia Arthur, Mary Baxter (3), Kathleen Garmon, John Keene, Emerson Lane (2), Courtney Leaman, Katherine Minor, Susan Palmer, Marguerite Rogers, Candace Rufus, Jon Saltzgeber, Margarita Shlepneva, Sonia Strain, Nicholas Thiffault, Alex Vanderlinde, Krystal Wuenst (2), Jeff Wynn, Karimah Young.*

# Employee Recognition

## Saving Lives

### August —

*Mackenzie Bunker, Emily Dix, Donna Jarrell, Christa Carter, Emerson Lane, Ben Lawson, Dereese Owens, Susan Palmer (2), Candance Rufus, Erick Rumbaugh, Brittney Rust (3), Brett Sharp (2), Adriana Wade, Sabrina Webb, Brianna Wood, Karimah Young.*

### September —

*Amber Adams, Lindsey Boleyjack, Dairele Carter, Justin Duncan, Josh Fairbanks, Tina Farris, Jason Fryer, Jamie Fuqua, Preston Holland, LaRonda Jamison, Jarmie Johnson, Hailey Joseph, Kaitlyn Kramer, Julie Magnini, Charles O'Connell, Deresse Owens, Lourdes Roman, Candance Rufus (2), Erick Rumbaugh, Crystal Searcy, Ashleigh Shirey, Margarita Shlepneva, Sonia Strain, Aaliyah Stuckett, Raionna Temple, Adriana Wade, Sarah Whitehead, Brianna Wood, Jasmine Wooden, Karimah Young.*



### October —

*Danielle Barbosa, Jada Batts (2), Kyle Bolt, Mackenzie Bunker, Sydney Cameron, Mitchell Casey, Bailey Collins (2), Justin Duncan, Anna Eller, Greer Haydon, LaRonda Jamison (2), Jarmie Johnson (2), Kaitlyn Jones, Christa Carter, Emerson Lane, Jamaura Mayhue, Katie Lane, Katherine Proctor, Aaron Provenzano, Marguerite Rogers, Erik Rumbaugh, Raionna Temple (2), Sabrina Webb, Karimah Young (2).*

### November —

*Cyrenthia Arthur, Danielle Barbosa, Robin Breeden, Mackenzie Bunker, Mary Cooperman, Justin Duncan, Heather Easley, Anna Eller, Andi Estep, Alante Gardner, Kristen Gluba, Taylor Gray, Emma Hinton, Donna Jarrell, Cecily Kelly, Kaitlyn Kramer, Rebecca Lam, Lane Mathis, Jamaura Mayhue, Sonia Strain, Aaliyah Stuckett, Jasmine Wooden.*

### December —

*Cyrenthia Arthur, Donald Brown, Mackenzie Bunker, Graham Christophel, Emily Dix (2), Anna Eller, Kirsten Gluba, Robert Gunn, Sarah Hartley, Rocko Hunt, Jordan Jackson, Ben Lawson, Layne Mathis, Ashburn Miller, Jasmine Moseley, Suzanne Ramsey (2), Athisha Robinson, David Rumohr, Peter Smith (2), Bailee Stanfield, Aaliyah Stuckett, Bryana Sweeting, Raionna Temple, Jeffery Warrick, Michelle Wilson.*

# Employee Recognition

## Delivering Babies

Childbirth assistance is another area in which DEC dispatchers utilize their training in order to lead callers through situations in which the birth of a child is imminent. Some of these calls can be challenging and complex while others can go quickly and smoothly. Regardless of which type of call it is, being able to assist in bringing a baby into the world can be very exhilarating for a dispatcher.



In 2023, seven (7) babies were delivered with the assistance of a DEC dispatchers.

Each of the individuals below is considered to have made a significant impact in the delivery process.

Dispatchers receive a Stork & Baby lapel pin to be worn on their gold line lanyard in recognition of their achievement.

On January 20th, **Layne Mathis** assisted a 38-year-old mother, who was in active labor, delivered a baby girl.

On May 8th, **Adriana Wade** assisted a 29-year-old mother in delivering a baby girl.

On May 9th, **Candace Rufus** assisted a 24-year-old mother in delivering a baby girl.

On October 26th, **Katie Minor** assisted with the delivery of a baby boy.

On October 27th, **Justin Duncan** assisted with the delivery of a baby boy.

On December 16th, **Donald Brown** assisted with the delivery of a baby boy.

On December 17th, **Rocko Hunt** assisted with the delivery of a baby boy.

# Employee Recognition Employee Banquet

Each year during Telecommunicator Week in April, the DEC takes the opportunity to recognize all the hard work and dedication of its employees. The DEC Employee Recognition Banquet is an opportunity for employees and their guests to enjoy a meal and camaraderie as management acknowledges their efforts from the previous year. This year, our banquet was held at the Music City Center while also simultaneously broadcast via Webex to our on-duty team members and their families.



# 2023 Telecommunicator of the Year

In determining the telecommunicator of the year, many things must be considered. Candidates must consistently reflect the attributes that earned them recognition as employee of the month, continue to go above and beyond the call of duty, do the right thing even when no one is watching, are aware of the agencies goals and strive to help meet those objectives. The employee of the year must also have a commendable attendance record, a passion for the job, work as a team and be accountable for their actions.



The team member recognized in 2023 is Sarah Hartley.

Hartley is was recognized for receiving five separate life-saving commendations, an external commendation from the Metro Nashville Police Department, and achieving perfect attendance. Whether helping a caller, coordinating a response over the radio, or helping a teammate to do the same, Ms. Hartley demonstrated she is who you want by your side ot navigate a stressful incident to a successful conclusion.

## "Paul Taylor" Award

2017 was the first year the “Paul Taylor” Award was given. This award is in memory of the unexpected passing of a beloved peer. Paul was a positive influence on everyone who met him. He supported his coworkers, provided excellent service to the citizens of Nashville and was an outstanding example of a 9-1-1 professional.



Each year the award is presented to an employee reflecting strong work ethic and like characteristics (low key, compassionate, devoted, funny, team player, smart, and helpful) Paul possessed. The recipient of this award is peer-selected among all who serve as telecommunicators, who are all eligible for this award

The team member recognized in 2023 is Alex Vanderlinde.

Alex is known for being kind, always ready with a joke, his ability to do his job, and supporting those around him. He is consistent with all team members—from the most veteran to the newest trainee—often seen as selfless and rarely heard complaining. In short, he embodies the spirit of Paul Taylor and, as such, is deserving of this award.



## 2023 Communications Training Officer of the Year

The team member recognized in 2023 is Tyler Marlowe.

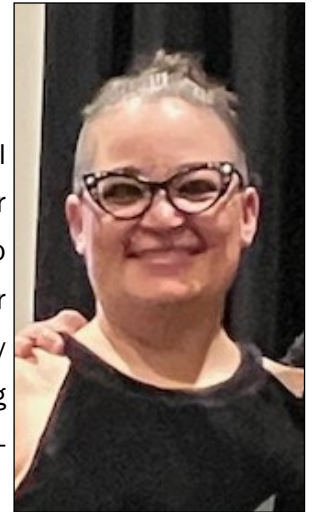
Ms. Marlowe uses humor and sensitivity to keeping new trainees on track and engaged. Her level of commitment to their success has been called “inspiring” by those learning from her. She demonstrates confidence, patience, empathy and strength which fuels her commitment to helping our trainees succeed. In this year, her efforts earned a promotion to Training Instructor.



## 2023 Supervisor of the Year

The team member recognized in 2023 is Adrienne Dillion.

Ms. Dillion takes initiative to constantly improve—earning various professional certifications (Communications Center Manager Program, Emergency Number Professional) and led initiatives to launch a new online scheduling solution to improve transparency to frontline team members. She maintains regular communication with her team members via phone calls or emails, regularly checking in to offer support. She truly exemplifies leading by example, providing her team the tools they need to succeed and empowering them to make well-informed decisions. In this year, her efforts earned a promotion to Manager.



## 2023 Administrative Team Member of the Year

The team member recognized in 2023 is Angela Milliken.

Ms. Milliken retired in August 2023 after 40 years of service to the Metro Nashville Department of Emergency Communications. During her tenure, she served in nearly every operational or technical role available in public safety communications, including interim director for nearly a year. Ms. Milliken spent her last year at MNDEC investing in those managers likely to apply for the vacancy, then assisting the individual selected to transition to the role. The mark she left on our Department will be felt for years to come.



# Metropolitan Nashville Department of Emergency Communications

2060 15th Ave South  
Nashville, TN 37212

[www.nashville.gov/departments/emergency-communications](http://www.nashville.gov/departments/emergency-communications)

[www.facebook.com/mnecc](https://www.facebook.com/mnecc)

[www.twitter.com/nashville9-1-1](https://www.twitter.com/nashville9-1-1)

## Director

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## Admin Services Manager

Dwayne Vance      [dwayne.vance@nashville.gov](mailto:dwayne.vance@nashville.gov)      615-401-6373

## Assistant Director - Operations

Paul McCallister      [paul.mccallister@nashville.gov](mailto:paul.mccallister@nashville.gov)      615-401-6278

Manager (Day Shift)

Leah Quarles      [leah.quarles@nashville.gov](mailto:leah.quarles@nashville.gov)      615-401-6223

Manager (Night Shift)

Adrienne Dillion      [adrienne.dillion@nashville.gov](mailto:adrienne.dillion@nashville.gov)      615-401-6327

## hubNashville Director

Erin Williams      [erin.williams@nashville.gov](mailto:erin.williams@nashville.gov)      615-880-1810

## Assistant Director - Support Services

Patrice Coleman      [patrice.coleman@nashville.gov](mailto:patrice.coleman@nashville.gov)      615-401-6210

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Accreditation

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CORE Manager

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