



Guilford Metro 911

One Call...One Center...One Source

2015 Annual Report



1201 Coliseum Blvd
Greensboro NC 27403
336-373-2933





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Mission Statement

The mission of Guilford Metro 911 (GM911) is to serve the community and local government agencies with effective communications services and to serve as a facilitator of communications for public safety agencies in Guilford County. To be effective, GM911 utilizes all available resources to support the mission of subscriber agencies.

We are committed to the priorities, mission and objectives of those we support and will partner with those departments and organizations to accomplish their goals while we adhere to the core values within the Department of Guilford Metro 911.





Director's Letter



Guilford Metro 911 (GM911) serves as the Primary Public Safety Answering Point (PSAP) for enhanced 911 in Guilford County. While GM911 handles only EMS dispatch for the City of High Point, the center provides 911, dispatch, and radio services for other cities, towns and unincorporated areas in Guilford County.

2015 was a progressive year for our department and another transitional year. Melanie Neal, who had been serving as the Acting Director since February 2014 was promoted to Director in July 2015 and Christine Moore was promoted to Emergency Communications Operations Manager in November 2015.

A few of our many projects in 2015 included:

- Began exterior renovations to the GM911 building to create a public entrance separate from the 911 center entrance
- Began utilizing AVL Point-to-Point dispatch for Greensboro Fire, which decreases response times by sending the closest unit to the call for service
- Submitted all documentation to obtain APCO Project 33 certification
- Successfully installed new security cameras and accessed GDOT camera feeds for the 911 Center
- Assisted GPD with implementation of their Neighborhood Oriented Policing within the CAD system
- GM911 Technical Services Division completed the new Northeast Tower Site, providing better coverage for field responders' reception on radio equipment (especially County Fire)
- P25 Digital Radio Transition (Motorola Migration Assurance Plan) – successfully moved non-Public Safety system users to the new P25 platform
- Implementation of a new paging interface to allow more efficient dispatch of Fire personnel
- Implementation of ASAP to PSAP, an alarm interface that will greatly reduce response times

Guilford Metro 911 is progressive and responsive to the needs of our agencies and community. We stand ready to fulfill our role as the "First, First Responder." I am very proud of the many accomplishments of the staff of GM911. Without their dedication and professionalism, GM911 would not fulfill our mission of high level customer service to the community as well as our users.

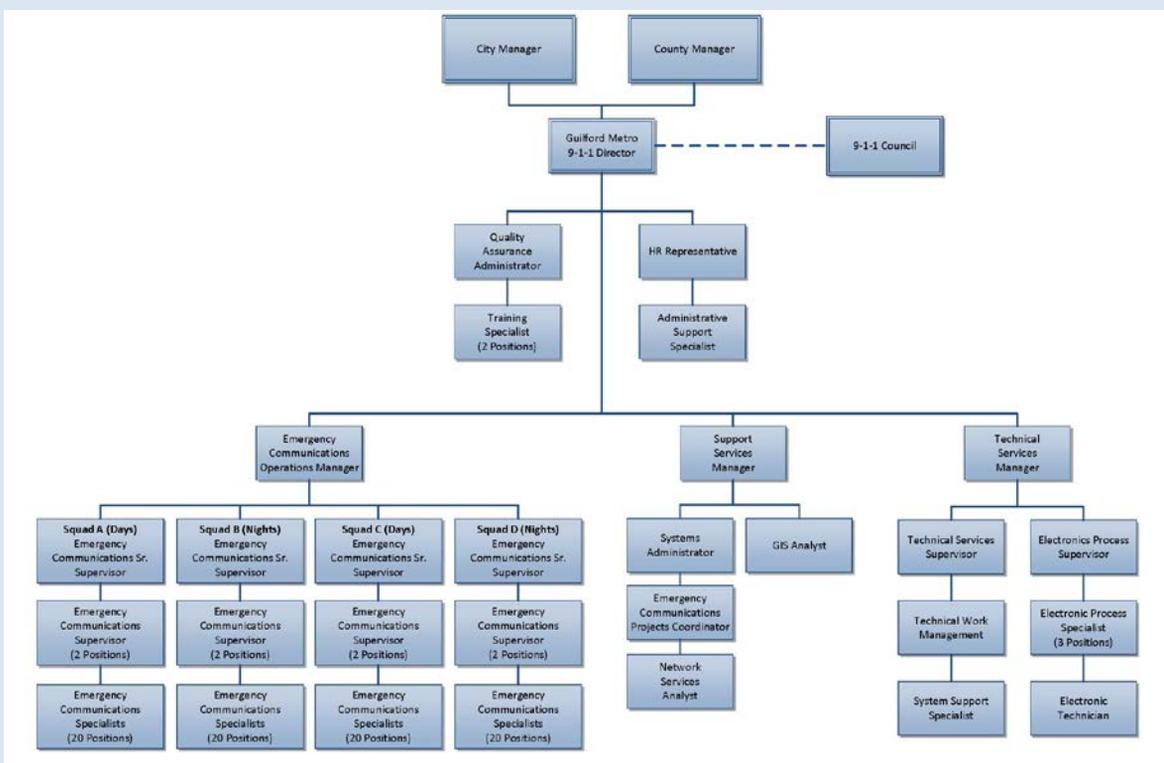
Sincerely,

Melanie A. Neal
Executive Director





Organizational Structure





Administrative Staff

Administration Division

Melanie Neal, Department Director

Sandy Land, HR Representative

Bethany Staples, Administrative Support Specialist

Mark Shepherd, Quality Assurance Administrator

Robert Katana, Emergency Communications Training Specialist

Emergency Operations Division

Christine Moore, Emergency Communications Operations Manager

Randy Kendrick, Emergency Communications Supervisor II

Angela Mitchell, Emergency Communications Supervisor II

Support Services Division

Glenn Lamb, Support Service Manager

Clay Kennedy, Systems Administrator

Bryce Russell, Emergency Communications Project Coordinator

Lori Slone, GIS Analyst

Technical Services Division

Lewis Cheatham, Technical Services Manager

Wendy Autry, Technical Services Supervisor

Andy Harvey, Electronic Process Supervisor

Chris Jones, Electronics Technician

Carlie Luck, Systems Support Specialist

Jennifer Mallory, Work Management Technician

Joseph Rierson, Electronic Process Specialist

Stacey Wilson, Electronic Process Specialist



Guilford Metro 911 Boards and User Groups



EXECUTIVE BOARD

County Manager Marty Lawing
Guilford County

City Manager Jim Westmoreland
City of Greensboro

911 COUNCIL

Sheriff BJ Barnes
Guilford County Sheriff's Office

Chief Wayne Scott
City of Greensboro Police Department

Interim Chief Bobby Nugent
City of Greensboro Fire Department

Director James Albright
Guilford County Emergency Services

USER GROUPS

Law User Group
Captain Ken Whitesell – Chair
Guilford County Sheriff's Office

EMS User Group
Operations Manager Billy Livingston – Chair
Guilford County Emergency Services

Radio User Group
Em. Mgmt. Coord. Zach Smith – Chair
Guilford County Emergency Services

Fire User Group
Chief Steve Allred – Chair
Pinecroft Sedgefield Fire Department





Agencies We Serve

A & T University
Alamance Fire Department
ATF
Carelink of Cone Health Systems
City of Burlington
City of Greensboro Fire Department
City of Greensboro General Government
City of Greensboro Police
City of High Point Fire Department
City of High Point General Government
City of High Point Police
Climax Fire Department
Colfax Fire Department
DEA
Fire District 13, Inc
Fire District 28, Inc
Gibsonville Fire Department
Greensboro Transit Authority
Guilford County Animal Control
Guilford County Dive Team
Guilford County Emergency Services
Guilford County Facilities/General Services
Guilford County Fire Marshal
Guilford County General Government
Guilford County Hazmat
Guilford County Juvenile Detention
Guilford County Parks and Recreation
Guilford County Public Health/DSS
Guilford County Security
Guilford County Sheriff
Guilford County Transportation
Guil-Rand Fire Department
GTCC EMS
GTCC Fire Station 99
GTCC Police
High Point Regional Hospital
Hornetown Fire Department
Julian Fire Department
Kimesville Fire Department
Lankford Security
McLeansville Fire Department
Moses Cone Health System
Mt Hope Fire Department
National Park Service
NC A & T Campus Police
NC Department of Transportation
NC Forestry Service
Northeast Fire Department
Oak Ridge Fire Department
Piedmont Triad Airport Authority
Piedmont Triad Ambulance & Rescue
Pinecroft Sedgefield Fire Department
Pleasant Garden Fire Department
Southeast Fire Department
Stokesdale Fire Department
Summerfield Fire Department
UNCG
Whitsett Fire Department

Agencies with Interoperability

Alamance County
Alcohol Law Enforcement
Caswell County
City of Archdale
City of Durham
City of Fayetteville
City of High Point Fire – Deep River
City of Salisbury
City of Thomasville
Davidson County
Elon Police
Elon University
FBI
Gibsonville Police
High Point University
Mecklenburg EMS
NC Department of Probation and Parole
NC State Highway Patrol
NC Viper
Randolph County
Rockingham County
SBI
Stokes County
Town of Kernersville
Triad Regional Advisory Committee
US Marshal Middle District
Wake County
Wake Forest Baptist Medical Center
Winston-Sale/Forsyth County





Administration Division

The Administration Division, with 6 full-time employees, creates and manages the department goals and objectives. The division provides executive management for Guilford Metro Emergency Communications, Support Services, and Technical Services Divisions, including day-to-day management, project oversight, planning, and personnel management.

Administration staff is also responsible for managing and monitoring the department's budget of \$14.5 million dollars, including General Fund expenses, grant money, and revenue.

The Administration Division keeps the department informed of federal and state legislatures affecting 911 service delivery.

This Division also oversees the Training and Quality Assurance section, which is responsible for training all new Emergency Communications employees through an in-house Rookie School, and providing continuing in-service training on a quarterly basis to all existing employees. The Training and Quality Assurance Section also randomly reviews calls to ensure the highest quality of service to the public and compliance with all standards regarding the call intake and dispatch process along with public education and 911 outreach.





Training and Quality Assurance

The Training and Quality Assurance section is responsible for the training of all new Emergency Communications Specialists through an in-house Rookie School, and providing continuing in-service training on a bi-monthly basis to all existing Emergency Communications employees.

There were three rookie schools conducted in 2015 with a total of 10 new Emergency Communications Specialists. All 10 successfully completed rookie school. The total number of training hours for all classes was 520.

In 2015 the Emergency Communications staff had a total of 4,150 training hours. Training topics included:

In-Service:

- EFD/EMD Protocol review
- CPR Recertification and Instructor Course
- BeRailSafe (NCDOT Railroad Division)
- Change in the Work Place (Herding Ostriches, Kate Sheridan)
- Guilford County Sheriff's Department/Greensboro Police Department Special Operations Training
- EMS, Fire and Law policy changes
- City of Greensboro Wellness/Fitness
- EMD/EFD Protocols - hands-on practice and review
- City of Greensboro HR Policy updates



Multimedia GM911 Training Corner:

- General Operations Guidelines (GOG) updates and reviews
- TTY/TDD
- Spanish for Emergency Communications Specialists
- EMD, EFD and LAW Protocol Review





Training and Quality Assurance

Training and Quality Assurance reviews law, fire and EMS issues on a monthly basis to ensure the highest quality of service to the public and compliance with all standards regarding the call intake and dispatch process.

2015 Compliance Scores	EMD	EFD	LAW
Compliance Score	99%	99%	99%

GM911 receives feedback from our user agencies and the public as commendations or complaints. The table shows a comparison of the last three years of complaints.

	2013	2014	2015
Commendations	60	56	66
Citizen Complaints	14	6	8
Agency Complaints	42	27	54
Total Complaints	56	33	62
Founded Complaints	45	25	54

The QA/Training Division is the point of contact for both public and responding agencies request for radio traffic and phone calls.

	2014	2015
Public and Agency request	1,730	2,017
Department Social Services request	3,226	3,515
Subpoenas for court appearance	8	9





Training and Quality Assurance

Our Accreditations - What They Mean



Guilford Metro 911 is one of 147 centers worldwide accredited through the International Academies of Emergency Dispatch in Emergency Medical Dispatch (EMD) and one of 30 centers worldwide accredited in Emergency Fire Dispatch (EFD).

An accredited agency must meet the 20 points of accreditation, which range from how an agency processes a medical or fire call, to providing ongoing continuing education, to having an oversight committee to ensure compliance.

In addition to the 20 points, an accredited center must audit a percentage of all medical and fire calls. Each audited call will have an individual score. The overall score for an accredited center must be a minimum of 95%. The academy reviews all parts of the application, including the 20 points. The academy also reviews some of these calls to ensure compliance to the protocols.

Once accredited, a center must maintain the 20 points achieved in the original accreditation process and maintain the minimum compliance score of 95%. The agency must have continuing education each year to maintain individual certification. A center is re-accredited after a period of 3 years, ensuring all 20 points and compliance to calls are still maintained.



GM911 is a National Center for Missing & Exploited Children (NCMEC) 911 Call Center Partner.

The National Center for Missing & Exploited Children® is the leading nonprofit organization in the U.S. working with law enforcement, families and the professionals who serve them on issues related to missing and sexually exploited children. As part of its Congressional authorization, NCMEC has created a unique public and private partnership to build a coordinated, national response to the problem of missing and sexually exploited children, establish a missing children hotline and serve as the national clearinghouse for information related to these issues.

GM911 also maintains communications standards for Greensboro Police (CALEA), Guilford County Emergency Medical Services (CAAS) and Greensboro and Guilford County Fire (ISO)





Public Relations

Training and Quality Assurance is also responsible for the majority of all public education and outreach regarding 911.

Guilford Metro 911 is committed to educating the community about 911 and our organization. Through the Red E. Fox program and other outreach efforts at local schools and youth centers, GM911 staff teaches the importance of 911 to area youth. GM911 also works with local civic, church, nursing homes and other organizations to promote understanding of 911 and other public safety topics.

- Participated in Greensboro Police PBIC Law Enforcement Radio Info Systems Course
- Participated in the Greensboro Fire Communications Course
- Participated in City Academy
- Participated in Sheriff's Citizens Academy
- Participated in National Night Out
- Participated in 6 Job Expos
- Partnered with Greensboro Fire and Greensboro Police Departments in the 9/11 Memorial Stair Climb
- Guilford Metro 911 Hotdog Fund Raiser
- United Way of Greater Greensboro Trunk or Treat



Guilford Metro 911 staff conducted over 96 tours of the facility that involved over 455 visitors.





Emergency Communications Division

Guilford Metro 911 Emergency Communications is a consolidated 911 Public Safety Answering Point (PSAP) serving all of Greensboro and Guilford County. The Communications Center maintains trained staff to process calls for service without prejudice and using all available resources. This division provides citizen support by answering calls for service for emergencies and non-emergencies on a 24-hour basis. During the course of a year, the Emergency Communications Division receives approximately 638,000 calls.



Justice Complex Primary PSAP

In the event of a natural or man-made disaster, or during maintenance and upgrades, Guilford Metro 911 employees can evacuate the Justice site and continue operations at the fully equipped back up center. GM911 has the ability for the two sites to seamlessly operate as a 44 position center or as two completely separate sites in case of disaster.



Meadowood Site Backup PSAP





Emergency Communications Telephone Statistics

The NC 911 Board utilizes the Emergency Call Tracking System (ECaTS), a Statewide reporting system for the 911 industry. The ECaTS call answering reports have consistently shown GM911 as a top leader in the State on answering 99% of calls within 10 seconds.

In 2015, GM911 Emergency Communications experienced an increase of over 35,900 incoming 911 calls compared to 2014. There was also an increase of over approximately 52,900 in the number of non-emergency calls received. The total telephone transactions for Emergency Communications increased by over 98,300 calls.

	2014	2015	% of change
911 Calls Received	321,640	357,593	11.20 % increase
10 Digit Calls Received	227,445	280,348	23.25% increase
Outgoing Calls	166,773	176,279	5.70% increase
Total Telephone Transactions	715,858	814, 220	13.74% increase

We experienced a decrease in landline 911 calls as more people eliminate home telephone service and only use a cellular or mobile device. Thus, our wireless calls have increased slightly from 76% of our call volume last year to 79% of our call volume this year. The center experienced an increase in abandoned calls.

General Telephone Statistics	2014	2015	% of change
Monthly average 911 calls received	26,803	29,799	11.15% increase
Daily Average 911 calls received	881	980	11.20% increase
Monthly average of Wireless 911 calls received	22,560	26,670	4.92% increase
Monthly average of Residential 911 calls received	1,558	1,344	13.73% decrease
Monthly average of Business 911 calls received	1,792	1,500	16.29% decrease
Monthly average of Abandoned 911 calls received	2,004	2,537	26.60% increase



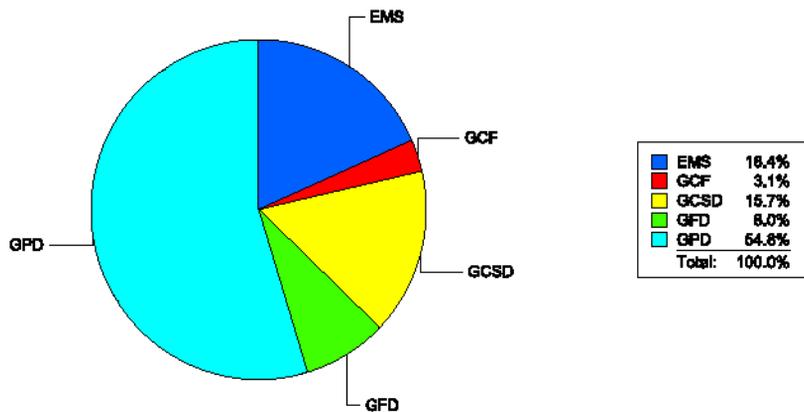


Emergency Communications Dispatch Statistics

Guilford Metro 911 Emergency Communications dispatches only EMS calls for the City of High Point. Our center provides 911 dispatch and radio services for other cities, towns, and unincorporated areas in Guilford County.

Agency	2014 Total Calls	2015 Total Calls	% of Change
EMS	73,736	76,356	3.55% increase
Guilford Co. Fire	12,318	12,835	4.20% increase
Guilford Co. Sheriff	66,541	65,167	2.06% decrease
Greensboro Fire	32,210	33,133	2.86% increase
Greensboro Police	249,065	227,734	8.56% decrease
Grand Total	433,870	415,225	4.30% decrease

CALLS BY PERCENT FOR EACH AGENCY





Emergency Communications Staffing

The actual staffing of the Emergency Communications Division in 2015 was 79.42 Emergency Communications Specialists. The authorized staffing for this time frame was 93 positions. The average vacancy per month for this year was 5.83 positions. Division members were called back to duty a total of 1,619.75 hours for scheduled overtime due to staffing shortages.

Ten Emergency Communications Specialists were hired in 2015, in which 7 remain employed.

In 2015, one Emergency Communications Supervisor and two Emergency Communications Specialists retired. Three Emergency Communication Specialists resigned or were terminated, all of whom were trainees.

Calendar Year	Authorized Strength	Resignations/ Terminations	% of Turnover	Experience Greater Than 1 Year
2011	93*	9	9.68	6
2012	93*	11	11.83	4
2013	93*	8	8.70	4
2014	93*	11	11.83	8
2015	93*	6	6.45	3

* Includes Operations Manager position





Support Services Division

The Support Services division (SSD) is responsible for research and data analysis for multiple City and County Departments, special projects, and the acquisition, maintenance, and operation of all hardware and software supporting the operations of Guilford Metro 911 network and computer systems, with the exception of the radio system.

Technologies supported by SSD include the Computer Aided Dispatch (CAD), 911 phones, Higher Ground Recorder System, Windows Network, Mobile Communications Terminals (MCT) and Records Management Systems (RMS), and connectivity for external agencies.

SSD also supports and maintains the GM911 website, cellular telephony, data replication and disaster recovery solutions, City of Greensboro NetMotion Mobility servers, as well as Geographic Information Systems (GIS) and Master Street Address Guide (MSAG) maintenance.

In 2015, the SSD completed 5,226 work orders from internal and external users, with 86% of these being completed within 24 hours of submission.

Several projects of interest and accomplishments of this section are listed on the following pages.





Support Services Division

Projects completed by SSD in 2015:

- TIP Security Cameras for Justice and Meadowood PSAP
- ASAP to PSAP interface with OneSolution CAD and local alarm companies
- OneSolution CAD and Motorola MCC7500 automated radio integration
- CAD 2 CAD capabilities with Davidson County 911
- Neighborhood Oriented Policing (NOP) for Greensboro Police Department (GPD)
- Hosting Greensboro Police Department's RMS
- Utilizing Intrado MapSAG to synchronize local 911 and map data
- Implement Virtual Desktop Infrastructure (VDI) for Guilford Metro 911
- Evaluation of Advanced 911 (A911) IP based infrastructure
- Evaluation of Fire Station Alerting Systems
- Implement GM911 social media broadcasting with Twitter
- Networking Greensboro Department of Transportation (GDOT) camera feeds into Justice and Meadowood PSAP
- Transitioning Meadowood PSAP to provide a regional backup for City of High Point
- Upgrading server rack, network hardware and power distribution to accommodate for newer technologies

Upcoming projects:

- Freedom and MCT software for EMS/Fire/Law Enforcement Agencies
- Justice and Meadowood Core Network Upgrades
- AVL Unit Recommend Requery Service
- GPD/GFD Software Update Utility
- Situational Awareness Testing
- Evaluation of Recorder Replacement
- Enhancing C2C Auto Transfer Rules
- Expanding on AVL Unit Recommend
- GCSO OneSolution RMS Project
- Upgrades of GM911 Emergency Instruction Software
- Software Upgrades of our 911 Phone System
- Creation of an Intranet for GM911





Support Services Division

GM911 Upgrades and Functionality Enhancements



GDOT Traffic Camera Feeds

Greensboro Department of Transportation's (GDOT) camera feeds now also show within the GM911 Communication's Center. Support Services Division (SSD) built two servers and worked with GDOT to make traffic camera feeds available for Communications. This has already proven helpful to give the 911 center visuals on traffic accidents and other emergency calls.

Security Camera Project

With GM911 having an outdated camera system, Support Services upgraded the infrastructure and devices to increase views and offer clearer imaging. SSD configured and installed each camera at the primary and backup PSAPs. Internal fans and heaters keep the cameras cool in the hot seasons and warm in the cold seasons.



Neighborhood Oriented Policing (NOP)

Greensboro Police Department aimed to revamping their patrol fleet through the Neighborhood Oriented Policing (NOP) project. SSD worked diligently to implement this project on schedule creating additional units within the CAD software and pushing the updates to all GPD MCTs.

Records Management System (RMS)

Support Services Division worked in partnership with Public Safety Information Technology (PSIT) and SunGard to virtualize and bring GPD's Record Management System in-house to GM911. Having this system in-house provides faster software capabilities between RMS and CAD. In addition, RMS connections would cease to time out dependent programs should GM911 suffer network outages. Should something happen to the primary server or if routine maintenance is required, the RMS system also has a secondary high availability server on standby at the backup PSAP. This is the first time GPD has had a high availability backup system of RMS.





Support Services Division

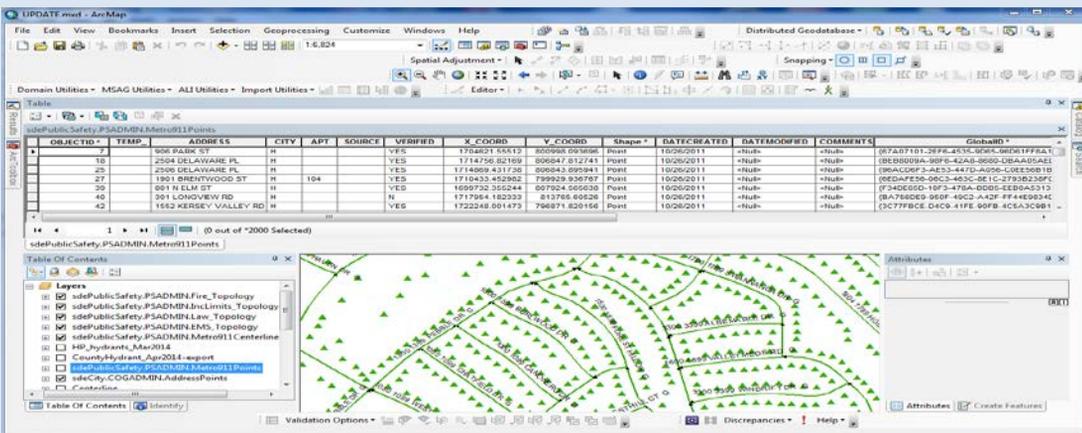
GCF RESPONSE PLANS

This was the first year Guilford County Fire was able to have Chiefs develop response plans based on their district needs. GCF Chiefs can request new response plans and modifications to existing ones within their district(s) to Support Services. Because of this, Insurance Service Office (ISO) rates could decrease causing lower insurance costs to clients living within these fire districts.

GIS

Internally the Support Services Division has our own GIS staff that is responsible for updating geographic information for emergency and non-emergency responses. This data is crucial in helping to identify a caller's location and recommending the proper response by specific agencies. This key component drives our CAD system and allows for responders to efficiently navigate to emergencies. Our staff works with various agencies to ensure that we have as current and accurate information as possible. In 2015 our GIS staff made the following significant changes:

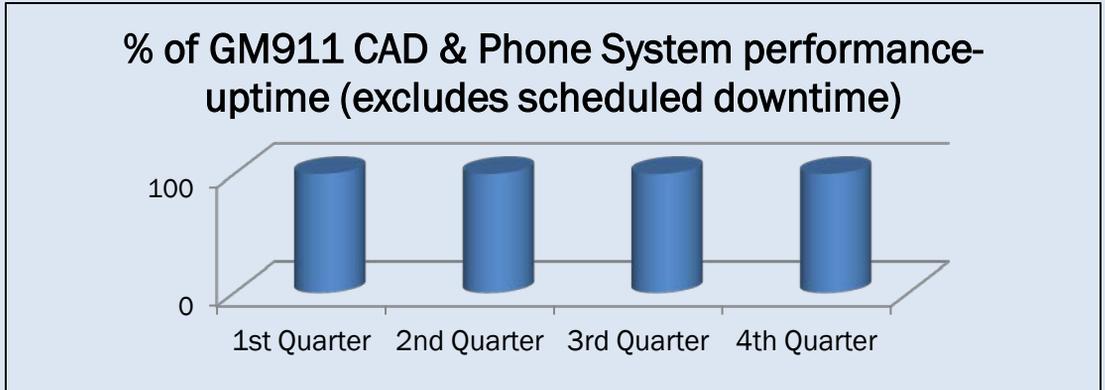
- Annexations – 17
- Street Segment Additions – 1,008
- Street Segment Edits – 48,377
- Address Point Additions/Edits – 5,617
- Polygon Edits – 6,074
- Map Updates – 23





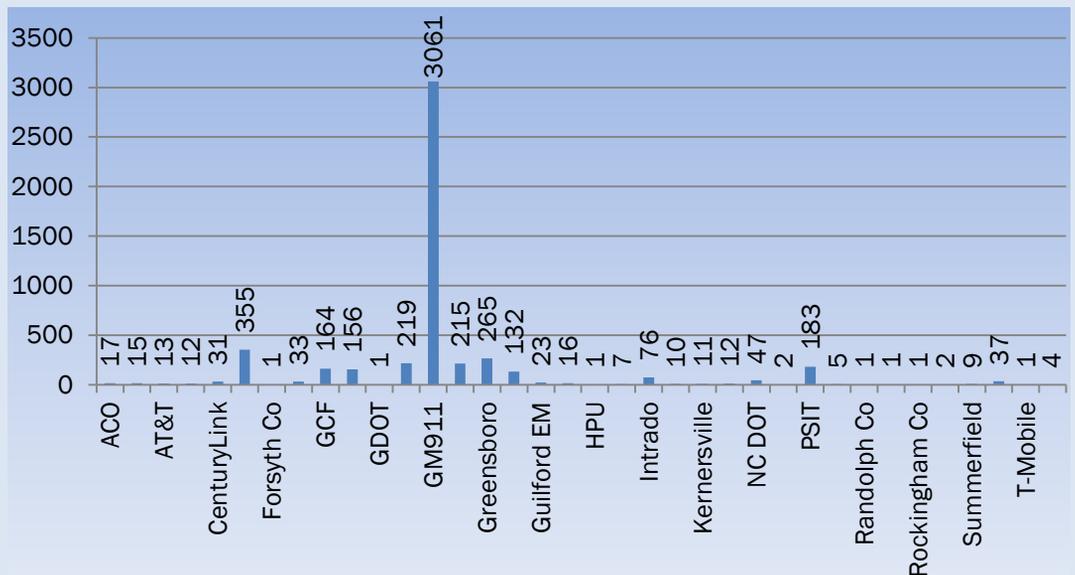
Support Services Division

System Uptime



System uptime is critical for the 24/7/365 emergency operations center. SSD strives for high availability, steady performance, and data integrity. GM911's CAD and phone systems uptime did not fall below 100% for 2015.

Support Services Work Orders Completed By Agency





Technical Services Division

The Technical Services Division of Guilford Metro 911 operates a full-service, customer owned and maintained (COAM) 800 MHz Trunked wireless radio system. We also program, support, and offer accessories for subscriber equipment.

The division strives to provide excellent customer service by producing professional results in our maintenance, repair, and programming of our radio system and end user subscriber equipment for voice, data, emergency and non emergency communications.

We also provide consultation, order processing, and project management for our customers to help them best meet their needs in communications.

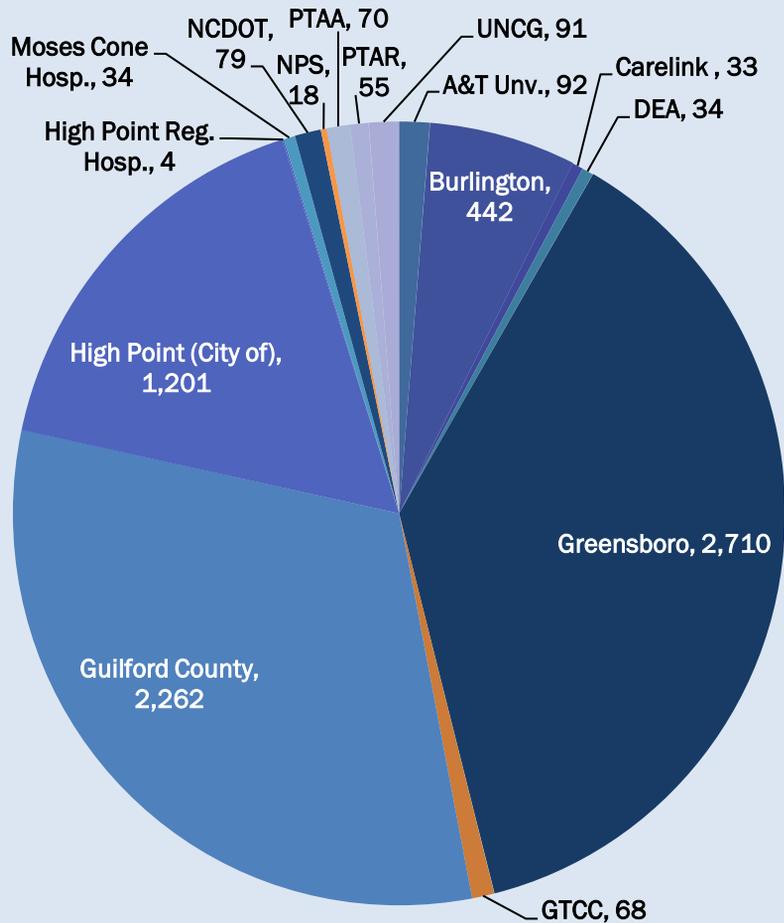




Technical Services Division

Our customers consist of public safety and public works agencies on the local, state and federal levels throughout greater Greensboro, High Point, Burlington, Guilford and Alamance Counties.

Radios By Agency





Technical Services Division

The 2015 year began with the continued installation and configuration of the P25 core and site network upgrading to the new 7.15 platform. Constant hardware and software optimizations and enhancements were performed, which are required to maximize the performance of these systems and keep the network performing to specification. Technical Services also continues to support the Guilford County Fire's UHF paging system to be more efficient, effective and provide better service to their first responders.

Other projects for the year included the construction and configuration of a new tower site and equipment shelter at North East Park and the ground breaking and beginning phase of a new tower site at Hagan Stone Park to increase our coverage areas. More projects included the transition for non public safety radio users to the new P25 system platform, CAD auto paging interface completion, continued certification of police traffic radars, and continued updates for our Genesis and MCM databases. We also continue to attend State meetings, and workshops for NC FIRSTNET as potential stakeholders to be frontrunners in the new federal wireless broadband initiative.

Our Motorola contract, known as the Migration Assurance Plan (MAP), allows for a structured payment plan, which provides a significant cost savings over the life of the P25 Migration Project. MAP includes core system upgrades, annual maintenance, 4 new tower sites, additions to the UHF Paging System for Guilford County Fire, and the replacement of the remaining 14 channels to the new P25 IP platform GTR8000 Channels. The MAP contract allows for modifications as needed. Additional agencies may also join our regional network by updating our MAP contract.

Future Projects

- Adding customers to our Regional Network
- Enlarging coverage areas with additional new tower sites annually
- Text messaging with radios (Waiting on subscriber capability)
- Over the Air Programming (OTAP) and Over the Air Encryption Keying (OTAR) (Waiting on subscriber capability)
- GPS location services (Waiting on subscriber capability)
- Ability to connect to other P25 systems
- MCC 7100 Mobile Laptop Consoles
- Public Safety Grade Wireless LTE Data (FIRSTNET)
- MCC 7500 Console to CAD GPS Interface for subscribers
- Trunking System 7.17 Upgrade
- Continued Radio Codeplug Building and Programming for P25
- Bringing more P25 Channels online to transition Public Safety
- Install modern security camera systems at tower sites





Awards and Recognitions

In April each year, GM911 celebrates National Telecommunications Week by recognizing our employees and the hard work they do each year.



The 2015 recipients were:

<i>Telecommunicator of the Year</i> Adam Goslin	<i>Rookie of the Year</i> Kasi Edwards	<i>Support Person of the Year</i> Sandy Land
<i>Performance Standards</i> Kristi Dean Jessica Hutchens		<i>Master Telecommunicator Achievement Award</i> Kristi Dean

The following employees maintained 100% compliance to protocols in 2015:

EMD	EFD	Law
Nicole Childress	Jennifer Daniel	Bill Daniel
Kristi Dean	Gary Ellington	Michael Davis
Jessica Eason	Yolanda Graham	Dana Hall
Zach Gavin	Ashley Hand	Kim Hooker
Yolanda Graham	Niki Hopkins	Niki Hopkins
Tracye Hall	Christina Hossele	Kenya Kitchel
Christina Hossele	Randy Kendrick	Ryan Kitchel
Jessica Hutchens	Ryan Kitchel	Cindy Little
Cindy Little	Amber Lee	Mindy Medford
Donna Stutts	Tammy Matherly	Christina Miller
	Mindy Medford	Christine Moore
	Christine Moore	Emily Robeson
	Olevia Riddle	Kim Williams
	Justin Sugalski	DJ Wrenn
	Kim Williams	Kellie Zimmerman
	Kellie Zimmerman	





Awards and Recognitions

EMD Cardiac Saves and Compliance

Guilford Metro 911 Emergency Communications had 38 confirmed cardiac saves, where employees directly provided critical CPR instructions and EMS included GM911 on their saves report.

The employees receiving life saving awards for 2015 are:

Greg Cobb	Dana Hall	Christine Moore
Matthew Colozzi	Taniqueka Harper	Olevia Riddle – 3
Crystal Connor	Preston Holmes – 2	Emily Robeson
Justin Davis	Nathan Jackson	Jamie Simmons – 2
Kasi Edwards	Justin Jones	Donna Stutts
Elaine Feeny – 2	Cindy Little	DJ Wrenn
Nataya Florence	Robin Maness – 2	
James Greer – 2	Angela Mitchell	



Employees recognized by the NC 911 Board.
(L-R)Nicole Childress, Ricky Draper, Danette McNeal, Dana Hall and Bill Daniel.

Five Emergency Communications Specialists were recognized by the North Carolina 911 Board for their efforts to help save a 15-year-old girl who was kidnapped in South Carolina and transported to Greensboro. Despite the odds against them, including the call being dropped at one point, GM911 team members worked together to help law enforcement find the girl and the suspect. The girl was later reunited with her family in South Carolina.

Local media outlets recognized 19 Emergency Communications Specialists for their assistance during a crime spree in October 2015. They worked together to help the Greensboro Police Department apprehend a suspect who went on a two-hour crime spree throughout the city. What started as a larceny-shoplifting call quickly escalated to robbery of a person and evolved from there. After the events concluded, the suspect faced 21 charges, including kidnapping, larceny by motor vehicle, and assault with a deadly weapon with intent to kill. Employees recognized for this event were Paige Cummings, Dana Hall, Donna Stutts, Tracye Hall, Alina Simmons, Robin Maness, Sheila Mayo, Cindy Little, Jose Pedro, Crystal Connor, Dolph Everest, April Dunn, Adam Goslin, Nicole Childress, Michael Taylor, Jamie Simmons, Denzel Washington, James Gemperline, and Patricia Salmi.





On the Horizon

Technology/Next Generation 911

Guilford Metro 911 will be moving towards a Next Generation 911 platform in the near future, which promises to bring even more data into the 911 center via telemetry, texting, and video. This will present a good challenge to our facility capabilities and may require additional staffing. GM911 will be reviewing different Fire Alerting Systems in order to continue to improve fire and medical response times. We will also continue to move towards an IP based telephone system to accommodate current and future needs.

Automated Secure Alarm Protocol (ASAP)



Over the next year the GM911 center will continue to bring on additional Alarm Companies for this new nationally recognized initiative.

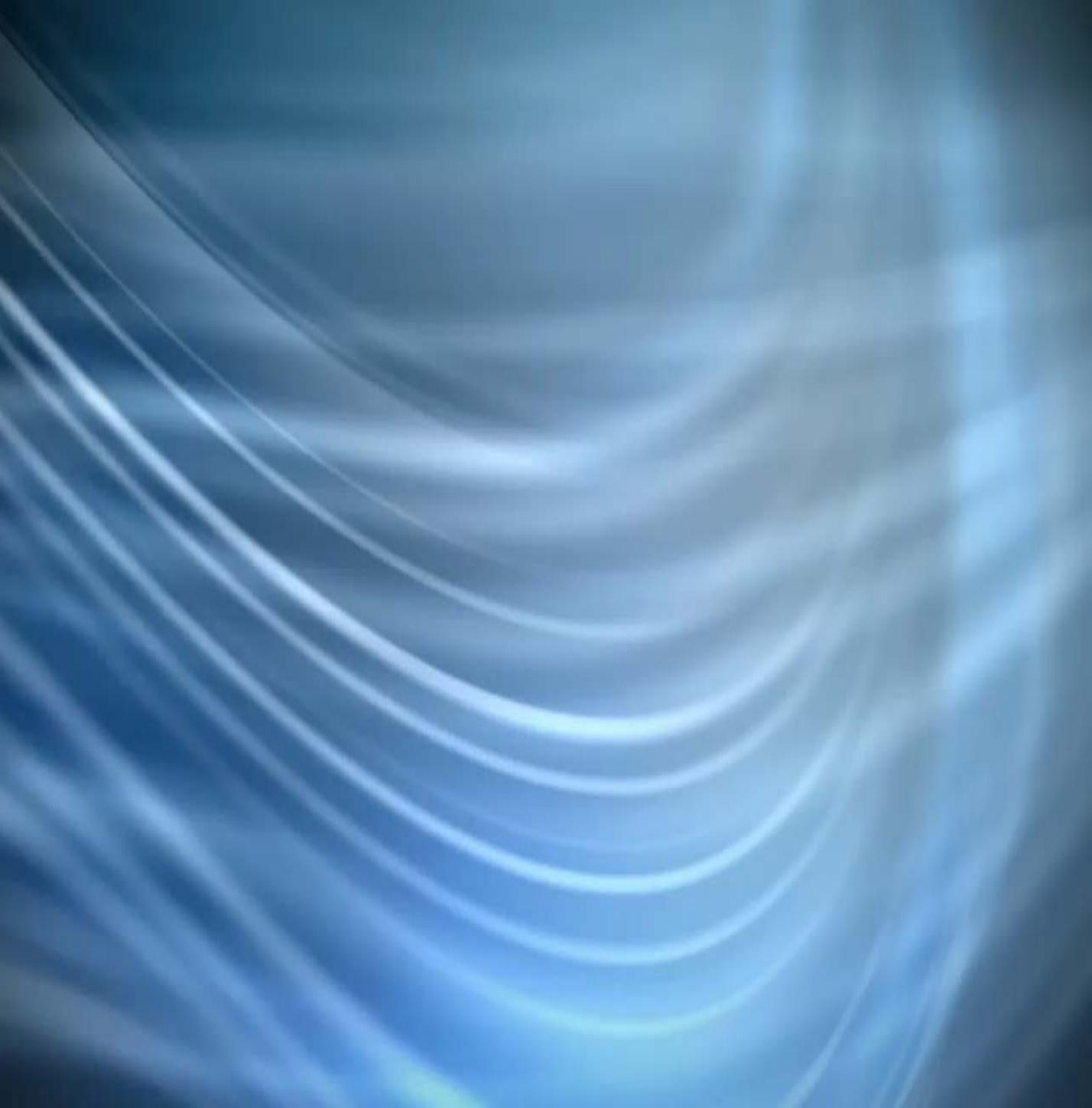
This innovative program is called ASAP to PSAP and it intends to automate the Alarm Company notification process. Nationally only a limited number of agencies have the technical resources to provide this type of service. By each minute of the day our 911 center manually answers thousands of alarm calls throughout each year. This Next Generation (NG) automated process will help reduce these incoming calls, by automatically sending them to our CAD system. Once we receive these calls for service, our Telecommunicators will process them accordingly. When each transaction of the alarm event is conducted, both parties will be automatically updated. This development will hopefully reduce stress levels and will assist during peak call volumes. In the event that automated communications fails, Alarm Companies will call us like normal.



Future Improvements

As GM911 concluded last year's exterior renovations, our next phase of the capital improvement plan focuses on our lower parking lot. Currently our "main" entrance is located under a 500 foot radio tower, which is often times hard to locate, inaccessible during winter months, and has limited handicap accessibility. This renovation will provide for a main handicap accessible public entrance, and will address parking availability as well perimeter security for our lower entrance. This continued phase of construction is slated to begin in July of 2016.





For more information about Guilford Metro 911 and the material in this report, please contact our Administrative Office at (336) 373-2933 or visit us on the web at www.greensboro-nc.gov