

# GUILFORD METRO 911

ONECALL,ONECENTER,ONESOURCE

## 2019AnnualReport



1903 Midway Street  
Greensboro NC 27403  
336-373-2933

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# MISSION STATEMENT

The mission of Guilford Metro 911 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, Guilford Metro 911 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. The center provides 911, dispatch, and radio services for other cities, towns, and unincorporated areas in Guilford County, and only EMS dispatch for the City of High Point.



2019 brought a couple of challenges to our 9-1-1 center that don't occur very often. We suffered a line of duty death of one of our K-9 officers. We also had two deputies shot in the line of duty and thankfully, both survived. As a Department, we managed to remain progressive, especially from a technological perspective. A few of the many projects completed in 2019 include:

- GM911 Technical Services Division completed Phase Two P25 Radio Codeplug programming for all users.
- GM911 Technical Services Division had a successful Failsoft test to ensure redundancy of the radio system in the event of equipment failure.
- GM911 Technical Services Division completed MCM and Genesis databases upgrades.
- GM911 Technical Services Manager was successful in procurement of a two year agreement with Motorola for maintenance with SUA.
- GM911 Technical Services Division completed setup of several additional regional talkgroups for direct communications to all systems on our core.
- GM911 Technical Services Division completed additional technician training (ex: R56 Standards, System 7.17, APX Radio etc.).
- GM911 Technical Services Division supported The City of Thomasville's radio system's maintenance and subscriber alignments.
- GM911 Technical Services and PSIT Divisions installed the Eventide Recording System.
- GM911 PSIT assisted the State 911 Board staff and AT&T in moving GM911 to a hosted phone system ESINet integration.
- GM911 PSIT successfully replaced over 300 mobile devices.
- GM911 PSIT upgraded our Priority Dispatch protocol software to the latest version.
- GM911 Recertified EMD and EFD ACE through the International Academies of Emergency Dispatch (or use IAED).
- GM911 Emergency Communications Division had an employee named North Carolina Association of Public Safety Communications Officials Telecommunicator of the Year.
- GM911 Emergency Communications Division was credited with 42 life saves.

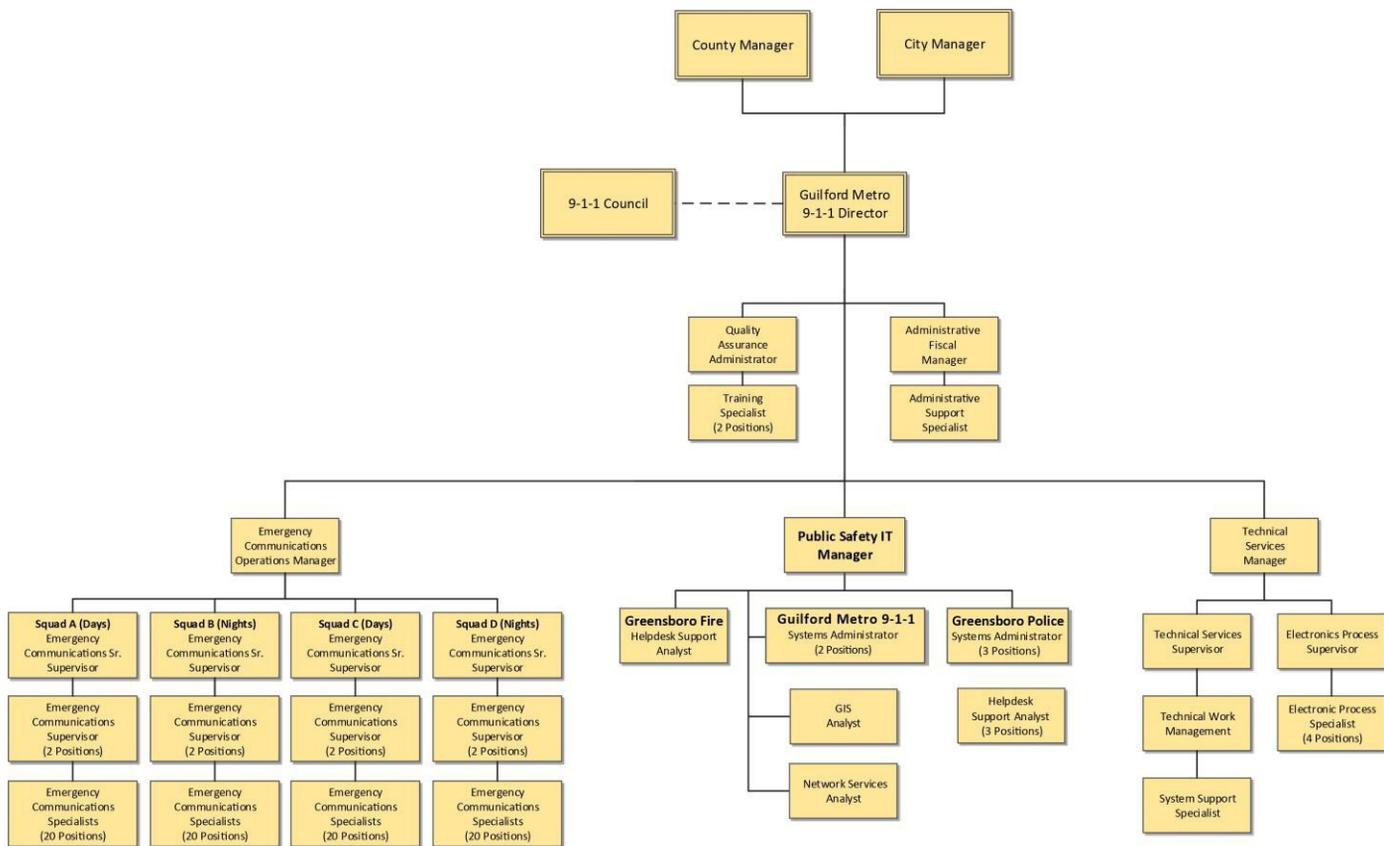
Guilford Metro 911 is progressive and responsive to the needs of our agencies and community. We stand ready to fulfill our role as the "First, First Responder." I am very proud of the many accomplishments of the staff of GM911. Without their dedication and professionalism, GM911 would not fulfill our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

Sincerely,

A handwritten signature in cursive script that reads "Melanie A. Neal".

Melanie A. Neal  
Executive Director

# ORGANIZATIONAL STRUCTURE



# ADMINISTRATIVE STAFF

## **Administration Division**

Melanie Neal, Executive Director

Vacant, Administrative Fiscal Manager

Tykia Johnson, Administrative Support Specialist

Mark Shepherd, Quality Assurance Administrator

Jessica Hutchens, Emergency Communications Training Specialist

Robert Katana, Emergency Communications Training Specialist

## **Emergency Communications Division**

Christine Moore, Emergency Communications Operations Manager

Paige Cummings, Emergency Communications Supervisor II

James Greer, Emergency Communications Supervisor II

Angela Mitchell, Emergency Communications Supervisor II

Kimberly Williams, Emergency Communications Supervisor II

## **Public Safety Information Technology Division**

Greg Nash, Support Services Manager

Peter Allison, Help Desk Services Analyst

Christa Boswell, Systems Administrator

Camille Bosworth, Systems Administrator

Kristi Dean, Network Services Analyst

John Glosson, Help Desk Services Analyst

Chance Kelly, Help Desk Services Analyst

Clay Kennedy, Systems Administrator

Celeste Owens, Systems Administrator

Thomas Shiminsky, Help Desk Services Analyst

Lori Slone, GIS Analyst

## **Technical Services Division**

Lewis Cheatham, Technical Services Manager

Wendy Autry, Technical Services Supervisor

Andy Harvey, Electronic Process Supervisor

Tony Evans, Electronic Process Specialist

Devin Jones, Electronic Process Specialist

Carlie Luck, Systems Support Specialist

Jennifer Mallory, Work Management Technician

Joseph Rierison, 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 David Parrish  
City of Greensboro

## 911 COUNCIL

Sheriff D.H. Rogers  
Guilford County Sheriff's Office

Chief Wayne Scott  
City of Greensboro Police Department

Chief Bobby Nugent  
City of Greensboro Fire Department

Director James Albright  
Guilford County Emergency Services

## USER GROUPS

Law User Group  
Captain Renae Sigmon – Chair  
Greensboro Police Department

EMS User Group  
Shift Commander, Jeff Hutchens – Chair  
Guilford County Emergency Services

Radio User Groups (RCC and TRON)  
Tech. Services Mgr Lewis Cheatham – Chair  
City of Greensboro – Guilford Metro 911

Fire User Group  
Chief Gary McGee – Chair  
Climax Fire Department

# AGENCIES WE SERVE

Alamance Fire Department  
Carelink of Cone Health Systems  
City of Burlington Fire Department  
City of Burlington General Government  
City of Burlington Emergency Management  
City of Burlington Police Department  
City of Greensboro Fire Department  
City of Greensboro General Government City  
of Greensboro Police Department  
City of High Point Fire Department  
City of High Point General Government  
City of High Point Police  
City of Thomasville  
Climax Fire Department  
Colfax Fire Department  
Cone Health System  
Drug Enforcement Agency (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  
Julian Fire Department  
Kimesville Fire Department  
Lankford Security  
McLeansville Fire Department  
Mt Hope Fire Department  
National Park Service  
NC A&T University  
NC Department of Transportation  
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  
University of NC - Greensboro  
Whitsett Fire Department

# AGENCIES WITH INTEROPERABILITY

Alamance County  
Alcohol Law Enforcement (ALE)  
Alcohol, Tobacco, and Firearms(ATF)  
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  
Federal Bureau of Investigation (FBI)  
Gibsonville Police  
High Point University  
Hornetown Fire Department

Mecklenburg EMS  
NC Forestry Service  
NC Department of Probation and Parole  
NC State Highway Patrol  
NC Office of Emergency Medical Services  
NC Office of State Fire Marshal  
Randolph County  
Rockingham County  
State Bureau of Investigation (SBI)  
Stokes County  
Town of Kernersville  
Triad Regional Advisory Committee  
US Courts - Probation and Parole  
US Marshal Middle District  
Wake County  
Wake Forest Baptist Medical Center  
Winston-Salem/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, Public Safety IT, 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 \$18 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 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 SECTION



Guilford Metro (GM911) is recognized as an (ACE) Accredited Center of Excellence through the International Academies of Emergency Dispatch. The initial accreditation in Emergency Fire Dispatch (EFD) was obtained in 2009 and Emergency Medical Dispatch (EMD) in 2010. ACE status is sustained through the re-accreditation process every three years and has remained a constant since the inception of ACE in both EFD and EMD.

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.

Once accredited, a center must maintain the 20 points achieved in the original accreditation process. In addition to the 20 points of ACE the Quality Assurance Team must audit on a monthly basis a percentage of EMD and EFD calls based on annual call volume. In order to maintain ACE accreditations the center must maintain overall quarterly compliance levels as indicated below:

	ACE			
High Compliance				
Compliant				
Partial Compliance	10%			
Low Compliance	10%			
Non-Compliant	7%			
<b>Percentage of Deviation Accepted</b>	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
<b>Individual Performance Benchmark</b>	3%	3%	3%	3%

The audited calls are provided to the employees through the Quality Assurance/Quality Improvement process. The reporting and feedback process is a crucial part of developing training opportunities based on trends. In return, this process helps to ensure superior customer service to the citizens and agencies in which we serve.

EMD Compliance	2019 Percent	2019 Number of Cases	2018 Percent	2018 Number of Cases
High Compliance	69%	1392	73%	1539
Compliant	19%	389	15%	316
Partial Compliance	4%	96	5%	105
Low Compliance	2%	40	2%	36
Non-Compliant	6%	126	5%	101
Totals	100%	2043	100%	2097

EFD Compliance	2019 Percent	2019 Number of Cases	2018 Percent	2018 Number of Cases
High Compliance	76%	1187	79%	1391
Compliant	14%	228	11%	200
Partial Compliance	3%	62	3%	49
Low Compliance	2%	28	1%	16
Non-Compliance	5%	79	6%	111
Totals	100%	1584	100%	1767

EPD Compliance	2019 Percent	2019 Number of Cases	2018 Percent	2018 Number of Cases
High Compliance	57%	846	30%	75
Compliant	22%	339	20%	49
Partial Compliance	8%	151	15%	38
Low Compliance	4%	75	9%	22
Non-Compliance	9%	159	26%	66
Totals	100%	1570	100%	250

\*Note: EPD (limited data) Actual data collection for EPD did not begin until after the Go-Live Date in October 2018.

Guilford Metro 9-1-1's training curriculum meets the APCO ANS 3.103.2-2015: Minimum Training Standards for Public Safety Telecommunicators and is designated to carry "APCO International's Agency Training Program Certification". This certification validates the agency's training curriculum to ensure it provides trainees with both the required content and focuses on the demonstration of decision and psychomotor skills cited within the standards. This certification was initially obtained in June of 2016 and again in December 2019 through the recertification process.

GM911 has been a 911 Call Center Partner with the National Center for Missing & Exploited Children (NCMEC) since 2012. 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). The Training and Quality Assurance Section is responsible for the training of all new Emergency Communications employees through an in-house Rookie School, and providing continuing education on a monthly basis to all existing Emergency Communications employees. In 2019, one rookie school was conducted with six Emergency Communications Specialists. Through In-Service Training, Rookie School, Multimedia Education, State and National Conferences, as well as on-the-job training, Guilford Metro employees as a whole received approximately 5,700 training hours in 2019. The Training and Quality Assurance Section participates in High School Job Fairs, Community Job Expos, and Public Education events. In addition, the Training and Quality Assurance section is responsible for providing 911 records to agencies we serve, such as; media, public, and Department of Social Services.

Training topics include but not limited to:

In-Service and Rookie School:

International Academies of Emergency Dispatch Courses: Emergency Telecommunicator Course (ETC), Emergency Police Dispatch (EPD), Emergency Fire Dispatch (EFD), Emergency Medical Dispatch (EMD).

Additional training taught in-house or by other sources; On-the-Job Training, Protocol review (EMD, EPD, and EFD). Cardiopulmonary Resuscitation (CPR), Division of Criminal Information (DCI), TDD&TTY Operations, Text Translation, Wellness/Fitness, HR updates, Computer Aided Dispatch (CAD), Leadership and Professional Development, Crisis Intervention, Geography, and (2019 APCO/NENA Conference–Winston Salem N.C., APCO 2019 Baltimore MD., NENA 2019 Orlando FL., IAED Navigator Conference Baltimore MD.)

The QA/Training Section is the point of contact for both public and responding agencies requests for radio traffic and phone calls:

	2019	2018
Public and Agency requests	2,326	3,071
Department of Social Services requests	3,232	3,230
Subpoenas for court appearance	24	16
Documents reviewed for public requests	59,852	28,136
Phone calls reviewed for public requests	1,040	1,210
Phone calls reviewed for agency requests	1,070	1,386
Radio recordings reviewed for agency requests	258	536

# PUBLIC RELATIONS

Guilford Metro 911 is dedicated to fostering strong relationships throughout the community, as well as educating the general public about 911, our organization, and other public safety topics. 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. Department members from all divisions participate in various public relations events and gatherings throughout the year. This allows for members of the community, local businesses, and partner agencies to fortify bonds with GM911 in ways that cannot be achieved through other means.

## 2019 Public Relations Events

- Attended and participated in community events, during National Night Out, and the Northern Guilford High School Public Safety Program
- Attended Greensboro Fire Department Spring Event
- Attended and participated in the School-to-Work Job fair
- Attended and participated in the 9/11 Memorial Stair Climb
- Attended the State Peace Officer's Memorial Ceremony
- GM911 staff conducted over 151 tours of the facility that included over 487 attendees



GM911 depends on feedback from both agencies and citizens in order to provide the best customer service in the community. We view all feedback as an opportunity for growth and evolution as a department. The tables below show a comparison of the last two years of feedback.

Commendations	2019	2018
Citizen	20	9
Other Agencies	20	30
Internal	35	22
Total	75	61

Complaints	2019	2018
Citizen	5	3
Other Agencies	30	23
Total	35	26
Founded	27	18

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 processes approximately 649,095 calls.



Justice Complex Primary PSAP

In the event of a natural or man-made disaster, or during maintenance and upgrades, Emergency Communications employees can evacuate the Justice site and continue operations at the fully equipped backup 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

# 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 2019, GM911 Emergency Communications experienced an increase of over 607 incoming 911 calls when compared to 2018. During 2019, the NC State 911 Board began utilizing the ECaTS system for recording non-emergency call data. During the transition from the MIS System to the ECaTS system, there was data loss for non-emergency calls received by GM911, therefore there is a reduction in the non-emergency call data. Unfortunately, there is no way to recover the data to know exactly how many non-emergency calls were actually taken throughout 2019.

	2019	2018	% of change
911 Calls Received	330,354	329,747	0.18% increase
10 Digit Calls Received	210,991	260,642	19% decrease
Outgoing Calls	107,550	156,761	3.14 % decrease
Total Telephone Transactions	649,095	747,150	1.31 % decrease

We experienced a decrease in the number of landline 911 calls. Our 911 wireless calls have increased from 74.28% of our call volume last year to 80.74% of our call volume this year. The center experienced a significant decrease in abandoned calls.

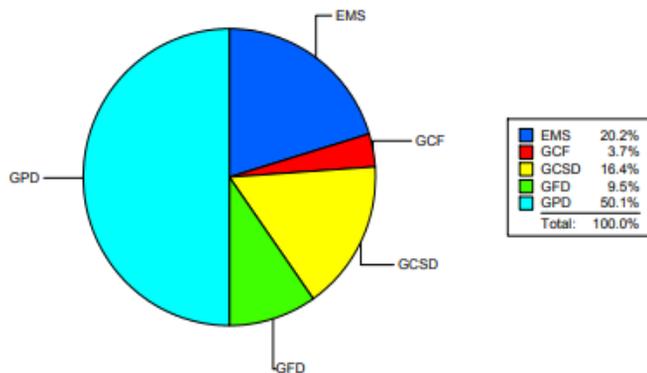
General Telephone Statistics	2019	2018	% of change
Monthly average of 911 calls received	27,530	27,479	0.18 % increase
Daily average of 911 calls received	905	903	0.2% increase
Monthly average of Wireless 911 calls received	22,184	21,773	1.89% increase
Monthly average of Residential 911 calls received	718	870	0.17% decrease
Monthly average of Business 911 calls received	1,208	1,347	1.03% decrease
Monthly average of Abandoned 911 calls received	1,347	1,902	2.91% decrease
Monthly average of VOIP 911 calls received	2,612	2,625	0.5% decrease
Monthly average of TTY/TDD/Text-to-911 calls	60	116	4.82% decrease

# DISPATCH STATISTICS

GM911 Emergency Communications dispatches EMS calls for all of Guilford County. Our center provides 911 dispatch and radio services for other cities, towns, and unincorporated areas in Guilford County, excluding the City of High Point.

Agency	2019 Total Calls	2018 Total Calls	% of Change
EMS	86,178	84,704	1.74% increase
Guilford Co. Fire	15,826	16,040	1.33% decrease
Guilford Co. Sheriff	70,041	69,735	0.44% increase
Greensboro Fire	40,516	39,025	0.38% increase
Greensboro Police	213,354	217,740	2.01% decrease
<b>Grand Total</b>	<b>425,915</b>	<b>427,244</b>	<b>0.31% decrease</b>

**CALLS BY PERCENT FOR EACH AGENCY**



# EMERGENCY COMMUNICATIONS STAFFING

The actual staffing of the Emergency Communications Division in 2019 was 87 Emergency Communications Specialists (ECS). The authorized ECS staffing was 92 positions, including supervisors. The average vacancy per month for this year was 5 ECS positions. Division members were called back to duty a total of 653 hours for scheduled overtime due to staffing shortages.

Six new Emergency Communications Specialists were hired in 2019.

In 2019, four Emergency Communications Specialists resigned. We have ended the calendar year with four vacancies.

Calendar Year	Authorized Strength	Resignations/ Terminations	% of Turnover	Experience Greater Than 1 Year
2015	93*	6	6.45	3
2016	93*	11	11.83	8
2017	93*	19	20.43	15
2018	93*	4	4.3	4
2019	93*	4	4.3	4

\* Includes Operations Manager position

The Public Safety Information Technology (PSIT) division is responsible for research and data analysis for multiple City and County departments. PSIT also manages special projects and the acquisition, maintenance, and operation of all hardware and software supporting the operations of Guilford Metro 911, Greensboro Police and Fire Departments, and an array of networks and computer systems, with the exception of the radiosystem.

Technologies supported by PSIT include the Computer Aided Dispatch (CAD), 911 phones, recording system, Windows Servers, Linux Servers, Mobile Communications Terminals (MCT) and Records Management Systems (RMS), as well as connectivity for external agencies.

PSIT also supports and maintains the GM911 website, security cameras, cellular telephony, data replication and disaster recovery solutions, and NetMotion Mobility servers. Geographic Information Systems (GIS) and Master Street Address Guide (MSAG) maintenance is also an essential function PSIT provides for GM911 and other agencies.

## 2019 Projects

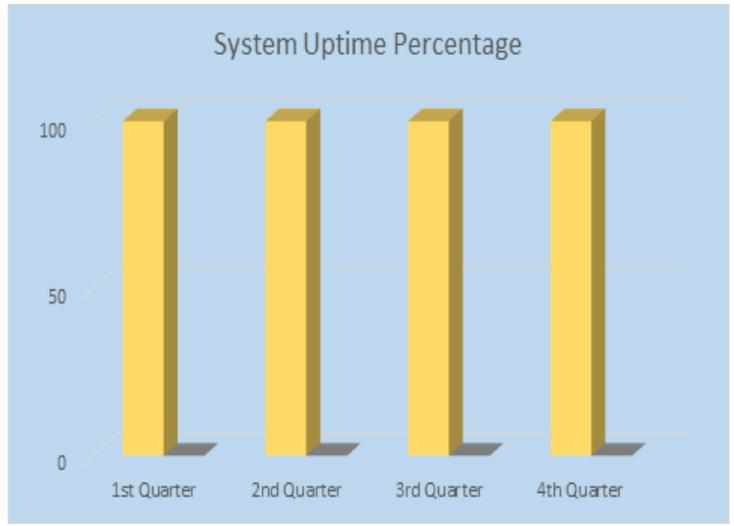
- Eventide Recording System
- AT&T hosted phone system ESINet integration
- Netmotion server upgrades
- Virtual infrastructure hardware upgrades
- Help Desk system upgrade
- C2C upgrade from legacy system to Windows service
- Forsyth County C2C connection
- Digital Persona two-factor authentication implementation
- Police District 2 move to temporary location during new station construction
- Replacement of over 300 mobile devices
- Migration from Panasonic CF31 TO CF33 model Toughbooks
- Upgrade of all Windows 7 devices to Windows 10
- Upgrade of all legacy servers to supported Windows operating systems
- Implemented Veeam backup solution
- Upgraded Disaster Recovery platform to utilize Zerto for all servers
- Increased security measures and Ransomware preparedness
- Virtualized legacy physical servers
- Upgraded Priority Dispatch to latest versions

## Future Projects

- Phoenix G2 Fire Station Alerting
- Asset Management platform implementation
- Help Desk kiosk system for Police
- Camera system upgrade for Police personnel at Swing Rd. and Soabar St.
- Camera system platform upgrade
- Next Generation 911 enhancements and integration
- Fire server migrations
- Workforce Telestaff upgrades
- SCCM endpoint implementations
- Radio console upgrades

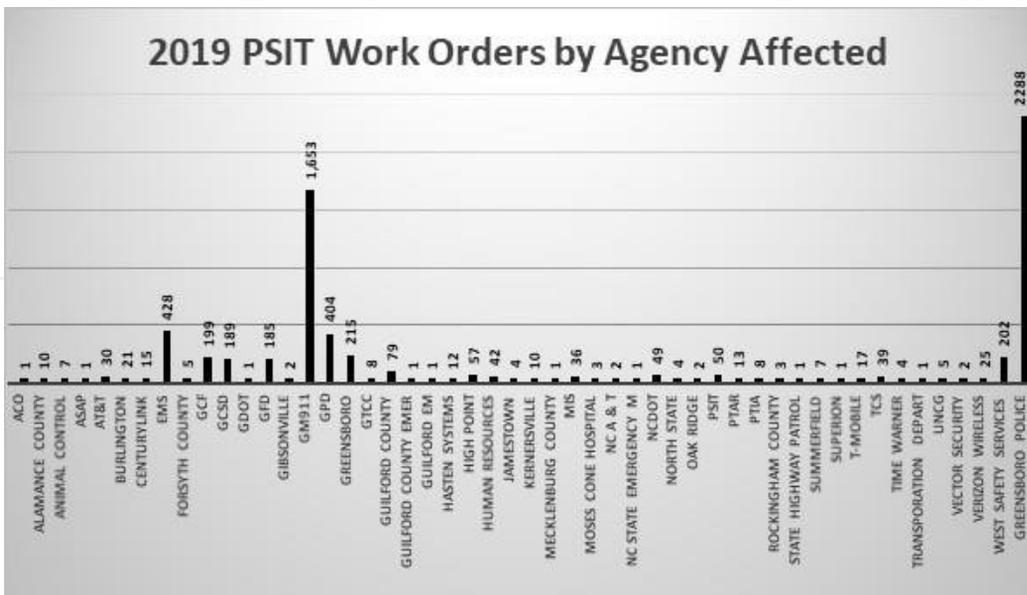


In June 2019 Guilford Metro joined the IP-based network backbone known as ESINet and converted to a hosted telephone system managed by AT&T and West/Intrado. By joining the ESINet, Guilford Metro took a major step forward towards being fully i3-compliant. As an i3-compliant PSAP, Guilford Metro will be able to utilize Next Generation 911 capabilities such as text-to-9-1-1, increased interoperability with other 911 centers throughout the state, better and more accurate location information and many others. The progression towards being fully i3-compliant will continue at a rapid pace in the upcoming weeks and months of 2020.



System uptime is critical for the 24/7/365 emergency operations center. PSIT strives for high availability, steady performance, and data integrity. Excluding planned downtime GM911's CAD and phone systems uptime did not fall below 99.99% for 2019.

In addition to project completion and equipment rollout, in 2019, PSIT completed well over 6000 work orders from internal and external users, with many being completed within 24 hours of submission.



## GIS

Internally, the PSIT division has 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 navigate efficiently to emergencies. PSIT staff works with various agencies to ensure that we have as current and accurate information as possible. In 2019, GIS staff made the following significant changes:

Annexations – 49

Street Segment Additions – 1,515

Street Segment Edits – 82,516

Address Point Additions/Edits – 126,137

Polygon Edits – 11,930

Map Updates – 17



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.

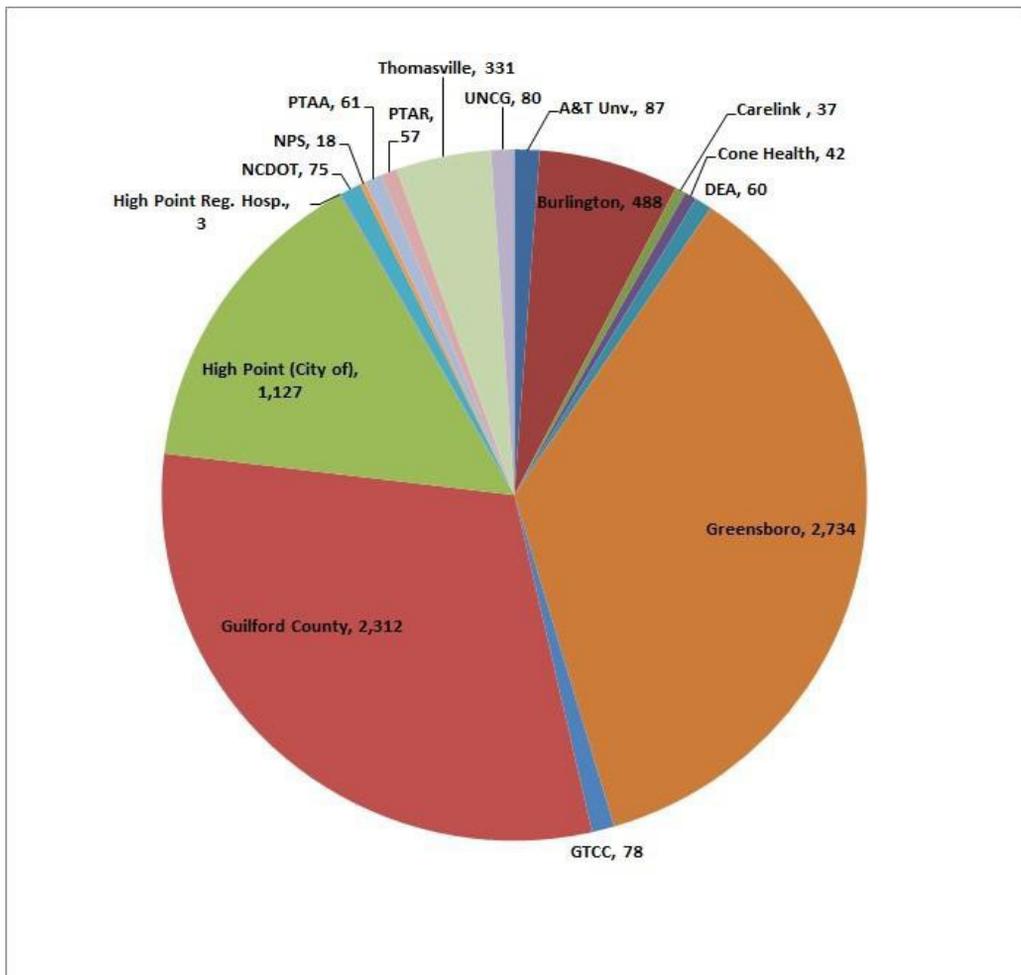


# TECHNICAL SERVICES

2019 was a busy year with continued installation and configuration of the P25 core and site network. System 7.17 version hardware and software optimizations and enhancements were continually performed, which are required to maximize the performance of these systems and keep the network functioning to specification. Continual software and security enhancements allow us to maintain a state of the art communications system that is both secure and robust enough to meet the needs of our public safety users. We also continued to attend national and state meetings, conferences, trainings, workshops for NC Emergency Management, FIRSTNET, APCO, NENA, MTUG, NCSIEC, NCFIRSTECH and other organizations.

This year marks the end of our Migration Assurance Plan (MAP) as we are in the final phase of the five year project. Thru our MAP project we have been able to fully upgrade our system to the latest industry standards of P25 compliance, increase our system RF coverage throughout the county with additional RF and data tower sites, upgrade our system security levels to fend against network attacks, enhance audio quality and strengthen the redundancy of the system.

Our users consist mainly of public safety and public works agencies on the local, state, and federal levels throughout the cities of Greensboro, High Point, Thomasville, Burlington and Winston Salem that encompasses Guilford, Alamance, Davidson, Randolph and Forsyth Counties.



The Technical Services Division delivers ongoing management and assistance with projects and daily operations to both internal and external customers. Outstanding customer service and efficiency is always at the top of the priority list for this division. Below are just some of the completed projects for 2019, as well as a few of our future projects.

#### 2019 Projects

- Completion of Phase Two P25 Radio Codeplug programming for all users
- Successful Failsoft test to assure redundancy of the radio system in the event of equipment failure
- Beginning phase of construction for our new Southeast tower site on Dusty Road in Liberty
- Beginning of radio codeplug building and programming for changes to the High Point and Thomasville Radio Systems to maintain interoperability
- Continued alignment and optimization of radios to manufacturer specifications for safety and optimum performance
- MCM and Genesis databases upgrades
- Successful procurement of a two year agreement with Motorola for maintenance and SUA
- Continued addition of the City of Thomasville's public safety and non-public safety radio units to GM911 databases
- Setup of several additional regional talk groups for direct communications to all systems on our core
- Additional AIS Server and new recorder system
- Additional technician training (ex: R56 Standards, System 7.17, APX Radio etc.)
- Setup and configuration of units for Graham Police, Graham Fire and Alamance Community College in anticipation of them joining our system in July 2020
- House set alerting setup and installation for the new Greensboro Fire Department Station 63
- Supported The City of Thomasville's radio system's maintenance and subscriber alignments
- Worked with Greensboro Fire Department on testing and setup for Zello Cellular to LMR

#### Future Projects

- Adding customers to GM911 Regional Network
- Enlarging coverage areas with the completion of the tower site construction and equipment installation for the new Southeast tower site
- Text messaging with radios
- GPS location services for radios
- MCM Database Upgrades
- Genesis Database Upgrades
- Ability to connect our P25 system to other P25 systems
- Public Safety Grade Wireless LTE Data (FIRSTNET)
- Continued Radio Codeplug Building and Programming for users to maintain interoperability
- Continue to Install modern security camera systems at tower sites
- Continue pursuit of Radio Management System to move toward wireless radio programming
- Continued alignment and optimization of field radios to manufacturer specification for optimum performance and user safety
- Training to assist with continued R56 compliance
- Update Conventional Repeaters to new platform
- Upgrade our five older tower sites to newer microwave backhaul
- Replace current console dispatching equipment with the latest technology (MCC 7500E) due to lease expiration
- Continue support for the City of Thomasville's radio system's maintenance and subscriber alignments for optimum performance and user safety

Guilford Metro 911 prides itself on being able to support the community and provide a safer place for citizens to live, work, and enjoy. Employees are recognized throughout the year for their hard work and dedication to service and community. Without their support and diligence, the department would not be what it is — a center of excellence.

## Guilford Metro 911 Employee Receives State Award and Recognition



Christopher Champagne received the 2019 State Telecommunicator of the Year Award from the Association of Public Safety Communications Officials (APCO).

During the 2019 National Telecommunications Week Awards banquet, Guilford Metro 911 recognized 40 confirmed cardiac saves, where employees directly provided critical CPR instructions in calendar year 2019. Guilford County EMS criterion for a CPR save is based on the spontaneous circulation before or after arrival at the hospital that is sustained through the hospital admission.

### 2019 National Telecommunicator Week Award Recipients

Telecommunicator of the Year	Master Telecommunicator Achievement Award	2019 Life Saving Awards*	
Christopher Champagne	Kris Riley John Fanning Breanna Edwards Nicole Childress	Michael Huntoon	William Daniel
<b>Rookie of the Year</b>		Misty Strader Ritchie	Madelyn Figueras
Alexandra Carroll		Tracye Hall	Crystal Connor
<b>Support Person of the Year</b>		<b>ACE Award</b>	Alexandra Carroll - 5
Kristi Dean	Cindy Little	Mary-Jane Roof - 4	Pamela Miller - 2
<b>Performance Standard</b>	Angela Mitchell	Tonya Swann	Angela Mitchell
James Gemperline	John Fanning	Brittany Suriel-Sanchez	Ashley Hand
	Bobby Westmoreland	Jeffrey Harrison	Jeanel Allen
	Corrie Wagoner	Stacy Wallace	Emily Robeson
	Brittany Suriel-Sanchez	Bobby Westmoreland	Kimberly Burkley
	Jeffrey Hutchens	Richard Goslin	Kimberly Hooker
		Patricia Salmi - 3	Robin Grassi

\*Awards given for life saves in calendar year 2019



Emergency Communications recognizes employees who maintain 100% compliance in one or more discipline. The employees who were recognized in 2019 were:

EMD	EFD		
Cheryl Hodges	Laura Berkstresser	Leslie Corbett	Kris Riley
Robin Maness	Zachary Gavin	Jose Pedro	Dedric Little
Chris Champagne	Kellie Zimmerman	Jennifer Batson	Chris Clark
Bridget Hardy	Alexandra Carroll	Greg Cobb	Andrew Chrismon
Julia Hall	Casey Davis	Kelly Faircloth	Jessica Thatcher
Cassie Jobe	Ray Kivett	Michael Huntoon	Mary-Jane Roof
Matthew Wall	Keith Hayes	Emily Robeson	
Christina Miller	Madelyn Figueras	Niki Hopkins	
	Evelyn Kabler	Kenya Kitchel	
	Amber Lee	Jeri Phillips	

For more information about GuilfordMetro911 and the material in this report, please contact our Administrative Office at 336-373-2933 or visit us at [www.greensboro-nc.gov](http://www.greensboro-nc.gov)

