



Grand Island-Hall County Emergency Management Department

2015 Annual Report

- Grand Island Emergency Center
- Emergency Management



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City/County Interlocal Committee - 2015

City of Grand Island



Mayor Jeremy Jensen

Hall County



Board Chair Scott Arnold



Councilmember Mitchell Nickerson



Board Member Dan Purdy



Councilmember Michelle Fitzke



Board Member Doug Lanfear

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Overview & Governance

The Hall County Board of Supervisors and Grand Island City Council maintain an *Emergency Management/Communications Center Interlocal Cooperation Agreement* that establishes the joint Grand Island/Hall County Emergency Management Department as the designated emergency management and communications agency for both jurisdictions. The Emergency Management Department is divided into two Divisions and provides for the five (5) major programs shown below.

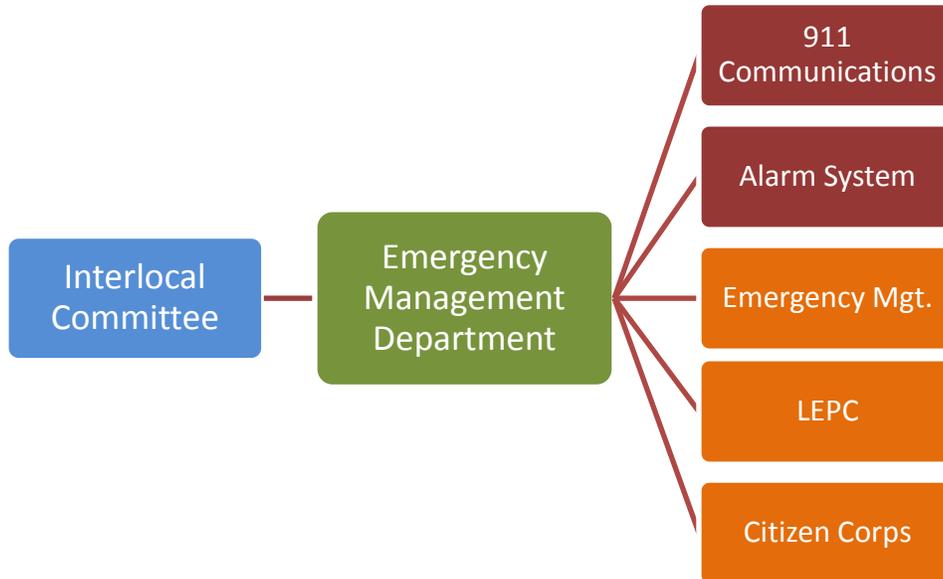


Figure 1 – Program Overview

The **911 Communications Division** receives and dispatches emergency calls for 15 area public-safety and public-service agencies and departments. The division also administers the city-county radio communication systems and monitors an alarm system.

The **Emergency Management Division** administers the emergency management program. This includes managing all four phases of emergency management; mitigation, planning, response and recovery. This Division also leads in the efforts of the Hall County LEPC and Citizen Corps Council.

Interlocal Committee on Emergency Management and Communications

The Interlocal Agreement establishes a joint *Interlocal Committee on Emergency Management and Communications* comprised of members from both the City Council and County Board of Supervisors. This Interlocal Committee is responsible for recommending and providing policy direction, serves as an advisory committee, governs the operations of the Department, and recommends a budget to the Council and Board for approval.

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Message from the Director

February 2016

The Grand Island/Hall County Emergency Management Department is an excellent example of the benefits possible through City-County collaboration. Charged with the duties of both 911 communications and emergency management, the Department receives all emergency requests for assistance in Hall County and serves as the primary dispatch partner for our 15 local public safety agencies.

Our Public Safety Dispatchers receive the highest quality training in taking 911 calls for assistance and dispatching the most appropriate and timely emergency response. We employ a system of assurance tools of call review and quantitative analysis to ensure quality of service.

Meeting the needs of 911 callers and our emergency response partners requires a solid commitment to implement new technologies for effective communications, properly recognizing the public's needs, and providing for continuous quality improvement. The Department is committed to investigating and utilizing the best technologies available.

Our emergency management personnel coordinate regularly with local partners and throughout Nebraska to improve various emergency plans, contribute toward collaborative projects, leverage grant opportunities, and sponsor training and exercise opportunities that sharpen responder skills and eliminate barriers to an efficient response.

Emergency management and 911 staff are honored to serve the residents and response agencies of Hall County by providing excellent care and support through our various programs. We express our thanks to the Interlocal Committee, our local partners, and the community for your support.

Sincerely,

A handwritten signature in black ink, appearing to read "Jon Rosenlund". The signature is fluid and cursive, with the first name "Jon" and last name "Rosenlund" clearly distinguishable.

Jon Rosenlund
Director of Emergency Management

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Mission, Motto & Values

The **Mission** of the Grand Island/Hall County Emergency Management Department is to develop, implement, and manage a comprehensive program of disaster prevention, mitigation, preparedness, response and recovery in order to protect life, property, our local economy, and the environment.

Our **Motto**, "*Self-Sufficiency is Emergency Preparedness*," encourages all aspects of the community – government, businesses, and homes – to take personal responsibility for disaster readiness. To many, the term *emergency preparedness* is considered something expensive, difficult, and rarely necessary. Instead, we discuss preparedness in terms of *self-sufficiency*, indicating more clearly the nature of our own preparedness and its benefits at home or in the workplace.

We hold true to these **Values**:

- Our responsibility to provide excellent service never diminishes.
- We value accuracy, timeliness and empathy.
- Educating and involving the public will contribute toward a culture of preparedness.
- The most effective emergency plans are the product of our open and collaborative discussions between partners.
- We will strive towards significant and measurable achievements to prepare and help those with functional needs.
- We strive for continuous quality assurance through regular work evaluation, after action reviews, and corrective action plans.

Organizational Chart

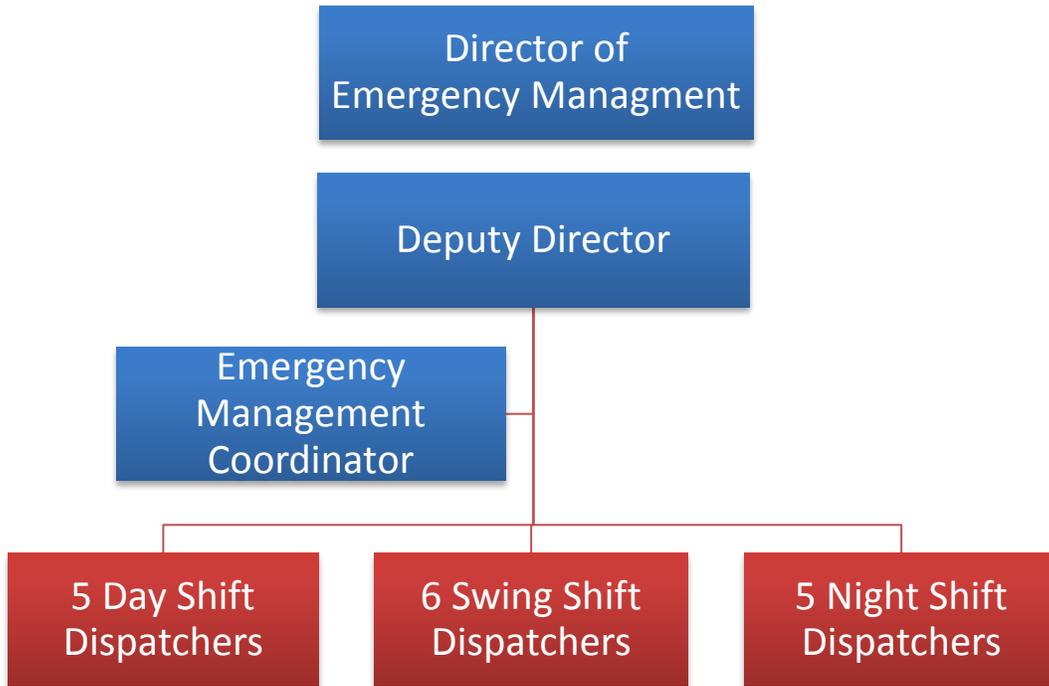


Figure 2- Organizational Chart

2015 Annual Report Executive Summary

Planning, Exercise, Training

An aggressive and successful calendar of planning, training and exercise events provide Hall County agencies and partners with considerable improvements in their own practices and procedures, while building and improving organizational relationships. Examples include an Active Shooter Exercise with Central Nebraska Regional Airport and TSA employees, an pandemic flu planning and exercises through the TRIMRS group, and mass fatality planning and exercises. Also completed in 2015 were the Local Emergency Operations Plan 5-year update and the Hazard Mitigation Plan was completed and submitted to FEMA for review.

COAD

Working together with local organizations, the Emergency Management Department established a new group called the Community Organizations Active in Disasters (COAD). COADs are used nationwide to coordinate the non-governmental and community organizations that have an active role, resources, or responsibilities to assist the public following a disaster. The COAD determined their own mission statement, value statement, and bylaws. Regular meetings also allowed for members to introduce themselves to each other, define their resources capable of emergency response, and invited new organizations to the group.

Incident Response

On November 7, 2015, a structure fire in Centennial Towers swept through the 9th floor, displacing its residents and resulted in one fatality. The Grand Island City Fire and Police responded to the scene, along with Hall County Housing, the American Red Cross, Hall County Transportation, and various local COAD organizations. At one point, all residents were evacuated to a local hotel, and eventually the entire 9th floor was relocated to different apartments within the Housing Campus. Repairs and restoration of the 9th floor to return it to livable conditions are ongoing.

Public Outreach

In 2015, working in conjunction with the American Red Cross, the Grand Island Fire Department and COAD agencies, two Fire Alarm Installation events were planned and conducted in Grand Island and provided smoke alarms to over 500 homes. Among the most active volunteer organizations in this effort was the new Teen CERT

911 Quality Assurance Program

In 2015, GIEC Dispatchers set goals of meeting NFPA standards for ring time and maintaining an average “active call” processing time of 70 seconds. Through their diligent work, emergency 911 operations exceeded NFPA standards for call ring time and met four of their six performance improvement goals.

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Budgetary Review

The budget for the Emergency Management Department and its programs features a combination of City and County General Fund contributions, two separate Special Revenue Funds for 911-related expenses, and various grants awards. Expenses are assigned to the most appropriate and available funding source.

General Fund

All General Fund expenses and receipts are divided equally between the City of Grand Island and Hall County. By Interlocal Agreement, the City of Grand Island manages all department expenses and receipts on behalf of the Emergency Management Department.

The General Fund provides funds for the majority of Department programs, including 911 Communication Division expenses not covered by the two Special Revenues, all Emergency Management Division expenses, Local Emergency Planning Committee (LEPC), Citizen Corps and the Alarm System.

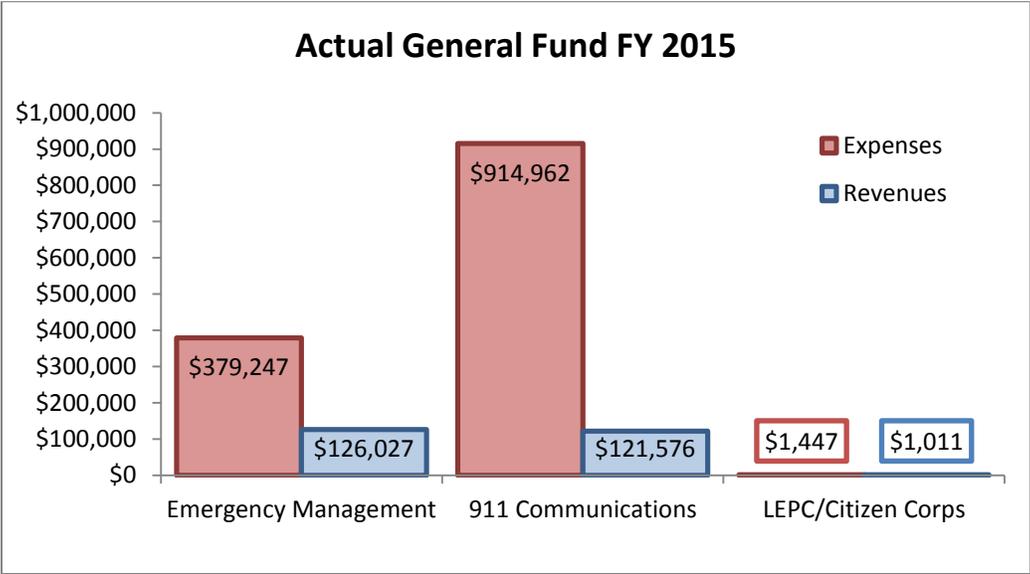


Figure 3-General Fund FY2015

Emergency Management Budget Details

The Emergency Management budget includes costs for three (3) FTE, operational expenses, and new equipment. Operational expenses include maintenance contracts for radio communications, emergency warning systems, equipment, utilities, and supplies.

The Emergency Management Program is supported by a series of Federal grants, primarily the Emergency Management Program Grant, administered by NEMA¹. Other grant opportunities include the Hazard Mitigation Grant (HMGP) and Homeland Security Grant Program (HSGP) administered by the South Central Planning Exercise and Training Region (SCPETR).

¹ <http://www.nema.ne.gov/preparedness/grant-management.html>

Emergency Management Program Grant (EMPG)

The EMPG² provides resources to assist State and local governments to sustain and enhance all-hazards emergency management capabilities. Emergency management agencies have the opportunity to use EMPG funds to further strengthen their ability to support emergency management activities while simultaneously addressing issues of national concern as identified in the National Priorities of the National Preparedness Guidelines. EMPG has a 50% Federal and 50% local cash or in-kind match requirement.

In FY2015, the Department received \$126,027 in EMPG funding to sustain our Emergency Management Program. EMPG funds were used to offset costs of personnel, equipment, supplies, and maintenance contracts. The local 50% match is provided by the General Fund contributions by the City and County.

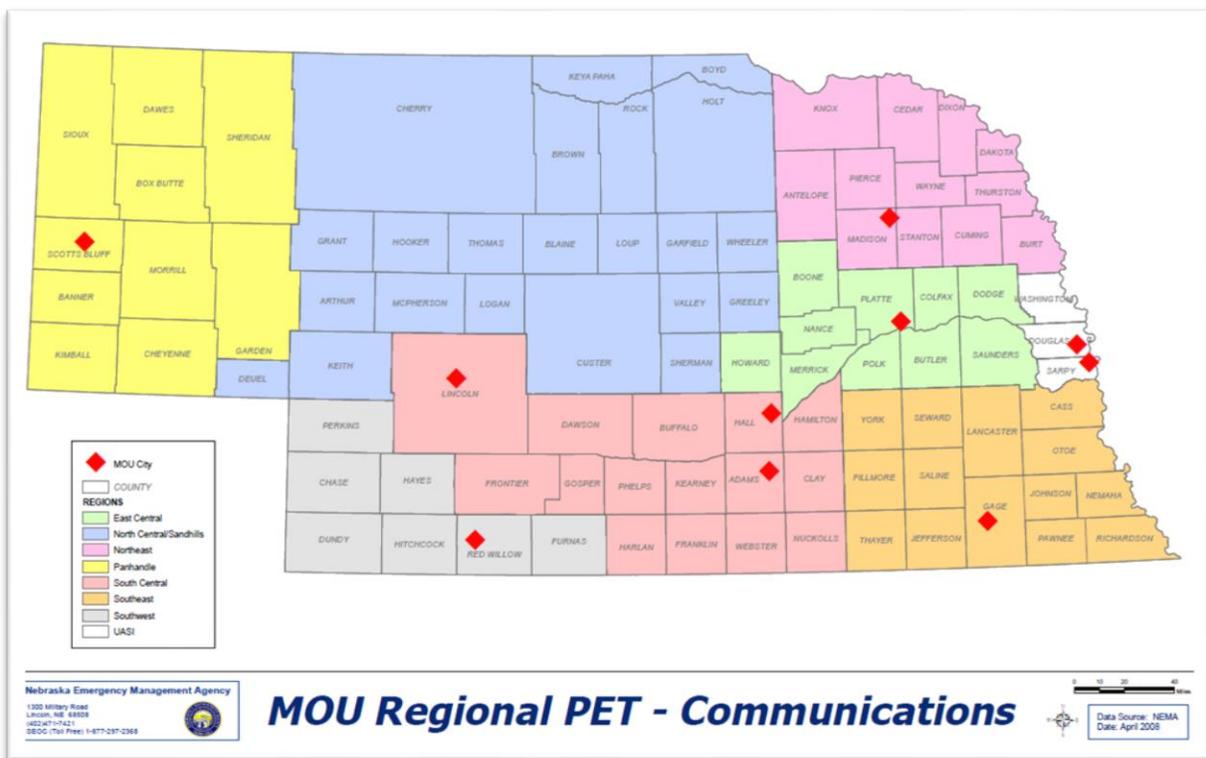


Figure 4: Nebraska PET Regional Map

Homeland Security Grants

Homeland Security Grants are managed by a multi-county Planning Exercise & Training (PET) Region (see Figure 4) established by the State of Nebraska. Hall County belongs to the South Central Planning Exercise and Training Region (SCPETR). Grant funds are allocated according to local needs that comply with State and National funding priorities. In recent years, the Homeland Security Grant has connected the Grand Island Emergency Center to the Nebraska Radio Interoperability Network (NRIN), as well as regular support to radio interoperability

² www.fema.gov/emergency/empg/empg.shtml

equipment allowing the GIEC dispatcher to monitor common frequencies available to agencies throughout the state.

Other Homeland Security funded projects include annual financial support for the Grand Island Fire Department Hazardous Materials Response Team as a statewide response asset, mobile data terminals for the Hall County Sheriff's Office and Grand Island Police Department, and the maintenance of the Be Ready Nebraska website, www.bereadynebraska.com. Homeland Security grant funds also provided Incident Management Team position specific training courses for local staff, including Planning and Logistics Section Chief courses.

911 Communications Budget Details

The Grand Island Emergency Center is funded by both the General Fund shown above and the Special Revenue Funds as detailed below. The General Fund provided for twelve (12) FTE, a portion of the Center's operational expenses such as utilities and supplies, and all costs related to the Alarm System. Revenues collected from the Alarm System and the Ambulance E911 fees offset these General Fund expenses for 911 Communications (see Figure 3).

Special Revenue Funds

Enhanced 911 (E911) expenses are funded, in part, by two separate Special Revenue Funds generated from monthly 911 surcharges on landline and wireless telephones. These two funds differ in their amounts, method of receipt, and application. Special Revenue expenses are limited to E911-related expenses only and may be carried over into fund balances for future use such as the purchase of large and expensive communications systems, equipment, and software.

Landline E911 Fund (215)

Landline telephone surcharges of \$1.00 per month are levied to each telephone line in Hall County and collected by the Emergency Management Department. The average Landline E911 Fund contribution for the past four years is just over \$240,000.00 annually and provides for a series of E911-related expenses such as personnel, training, new and replacement equipment, operational expenses, contracted services, and repairs. The Landline E911 Fund revenues are declining as landline usage in the County is slowly decreasing.

Wireless E911 Fund (216)

Wireless E911 telephone surcharges of \$0.45 per month are collected by the Nebraska Public Service Commission (PSC) and distributed for use by Public Safety Answering Points (PSAPs) through a complex Wireless E911 Support Allocation Model³. Loosely based on population, this allocation is determined by the PSC and distributed to the PSAPs in 12 monthly installments. The PSC has established a list of eligible expenses for the Wireless E911 funds that includes a number of E911-related expenses such as operating costs, dispatch personnel, 3rd party language translation services, and any training solely related to the wireless E911 system.

³ www.psc.state.ne.us/home/NPSC/e911/e911_main.html

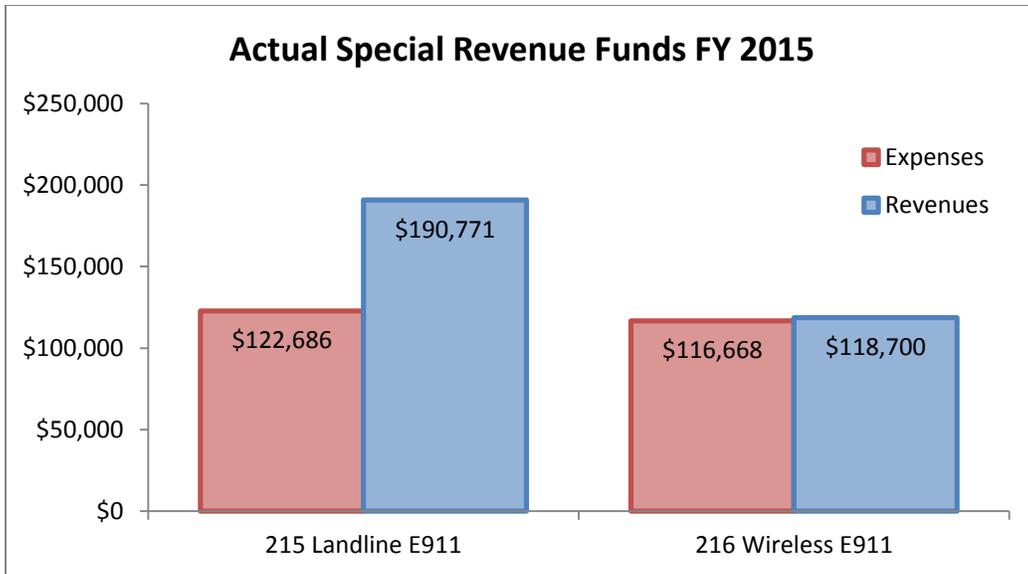


Figure 5-Special Revenue FY2015

LEPC Budget Details

The LEPC budget provides for all expenses of the LEPC and the Citizen Corps Programs. These programs include public education for chemical safety, supporting the annual Clean Community Systems household hazardous waste drive, and displays at community events. Revenues collected in this budget include grant reimbursements from programs like Citizen Corps and the Hazardous Materials Education Program (HMEP). In general, the majority of expenses from this budget are reimbursed in part or whole by grants.

Program Reports

Grand Island Emergency Center

The Grand Island Emergency Center is the designated Public Safety Answering Point (PSAP) for Hall County and in 2015, 911 Dispatchers received just over 32,000 emergency 911 calls while managing another 65,000 non-emergency calls in and out of the Center. In addition, the GIEC entered and dispatched 55,542 Calls for Service⁴ in the Computer-Aided-Dispatch system.

2015 Calls ⁵	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Inbound 911	2373	2273	2631	2568	2875	3220	3157	2822	2772	2582	2540	2517	32,330
All Inbound	5639	5384	5974	5736	6106	6603	6703	6089	5917	5755	5492	5433	70,831
Internal	627	647	603	516	632	629	719	622	699	700	570	583	7,547
Outbound	1478	1545	1624	1374	1616	1860	1882	1557	1732	1584	1716	1611	19,579
Total	7744	7576	8201	7626	8354	9092	9304	8268	8348	8039	7778	7627	97,957

Table 1 - Telephone Calls, 2015

911 Quality Assurance Program

Public Safety Dispatchers receive regular feedback to their dispatching duties through our Quality Assurance process. Senior Dispatchers complete an Active Call Review Form to review a sampling of in-progress emergency calls received by each employee and score their performance according to a series of standards such as correct location, units dispatched, and average time to receive the caller's information and dispatch a call. Scores are reported to the Director who records these statistics for an overall review of 911 call performance. Results of this Quality Assurance process are listed in the statistical review section below.

One of the Center's main focuses has been to decrease the time lapse between answering an in-progress call and dispatching the first responding unit. In 2009, Call Reviews showed an average dispatch time lapse of nearly 2 minutes. This included time to determine the callers' location, gather necessary information for dispatching, and notifying the first available unit. Through diligent work by Senior Dispatchers for each shift, as well as GIEC staff as a whole, this time lapse has been shortened an average of 70 seconds in 2015. Shortening our dispatch time decreases the total call-to-doorstep time frame for all urgent calls and can make a substantial impact on patient survival and public safety.

Average Dispatch Time							
Year	2009	2010	2011	2012	2013	2014	2015
Time	118.8	101.9	106.8	81.3	77.9	69.3	70.1

Table 2 - Average Dispatch Time, Emer. Call Works System

⁴ Spillman CAD Reports, 2015

⁵ Emergency Call Works 911 system report, 2014

Statewide Interoperable Communications

The Emergency Management Department is actively involved in a number of regional and statewide projects contributing to communications interoperability between counties and with the State of Nebraska.

Paraclete

In 2006, the several counties in South Central entered into an interlocal agreement creating the Central Nebraska Radio Interoperability group (CNRI). Through CNRI, the counties in Central and south central Nebraska purchased and installed a radio interoperability system called Paraclete. The Paraclete system allows any partner to monitor, transmit and patch any of the dozens of radio frequencies in use by each partner county. The Paraclete box does not extend a radio repeater's reach, but does allow for the patching of repeated and non-repeated frequencies in an area to help overcome interoperability challenges. Paraclete equipment links county radio systems together through voice over internet protocols (VOIP) so one county can monitor and transmit on other repeaters over VOIP access.

NRIN

Nebraska Regional Interoperability Network (NRIN) will be an IP ("Internet Protocol") microwave network using towers across the state. It will carry voice and connect the 911 centers across the state, which will utilize the Paraclete System and will help in connecting the Common Channel Radio System. NEMA is contracting on behalf of local government to build out the microwave network at more than 200 tower locations. Hall County and the City Of Grand Island are connected to NRIN through equipment installed on the City's main radio tower at the GIEC.

FirstNET

A mandate of the Middle Class Tax Relief and Job Creation Act of 2012 created the First Responder Network Authority (FirstNet) as an independent authority within the National Telecommunications & Information Administration (NTIA). Their charge is to provide emergency responders with the first high-speed, nationwide network dedicated to public safety. The State and Local Implementation Grant Program (SLIGP) was funded to assist the states with the information sharing, stakeholder identification and planning activities necessary at the local and state levels to provide FirstNet with the information they will need to design and build this network.

The State of Nebraska has initiated is a three year planning project funded by the National Telecommunications and Information Administration (NTIA) through the State and Local Implementation Grant Program (SLIGP). The purpose of the grant is to assist Nebraska and its local jurisdictions with the planning phase of this project in identifying their broadband needs for the build out of this Nationwide Public Safety Broadband Network. Half of the grant funds are retained to be used for the states data/infrastructure information collection portion of the grant. All of which will help with the state in consultation with FirstNet in the design of the Network in Nebraska to create a design plan for FirstNet to deliver to the Governor.

When complete, the FirstNet system will provide public safety agencies with high speed data that can contribute to effective statewide access for mobile terminals, VOIP communications, interagency information sharing, 911 system sharing between PSAPs, and much more.

Alarm System

The Grand Island Emergency Center monitors a series of alarms protecting homes and businesses. With over 350 alarm customers, the GIEC staff receives alarms for burglaries, fires, and panic or hold up alarms. Monitoring alarms directly at the GIEC provides a quick and effective response by local emergency response agencies. On a four-year average, the Alarm System provides approximately \$80,000 in revenues annually that offset General Fund costs of the GIEC.

Emergency Management Program

The Nebraska Emergency Management Act states that elected officers of local government are responsible for ensuring that emergency management services are provided to their citizens.⁶ This includes a requirement to establish a local emergency management organization at the city, village, county or interjurisdictional level.

Elements of the Grand Island/Hall County Emergency Management Program are based upon standards established by NFPA Standard 1600⁷ and the Emergency Management Accreditation Program (EMAP)⁸. These elements include:

- Administration & Finance
- Laws & Authorities
- Hazard Identification and Risk Assessment
- Hazard Mitigation
- Prevention & Security
- Planning
- Incident Management
- Resource Management & Logistics
- Mutual Aid
- Communications & Warning
- Operations & Procedures
- Facilities
- Training
- Exercises, Evaluations & Corrective Actions
- Crisis Communication & Public Information

Emergency Operations Center

The City/County Emergency Operations Center (EOC) provides a venue for the direction and control of resources by agency representatives from each of our major emergency partners. The EOC was organized to operate according to the Emergency Support Function (ESF) model used by FEMA and NEMA. FEMA defines ESFs as “mechanisms for grouping functions most

⁶ NRS 81-829.46

⁷ www.nfpa.org/assets/files/pdf/nfpa1600.pdf

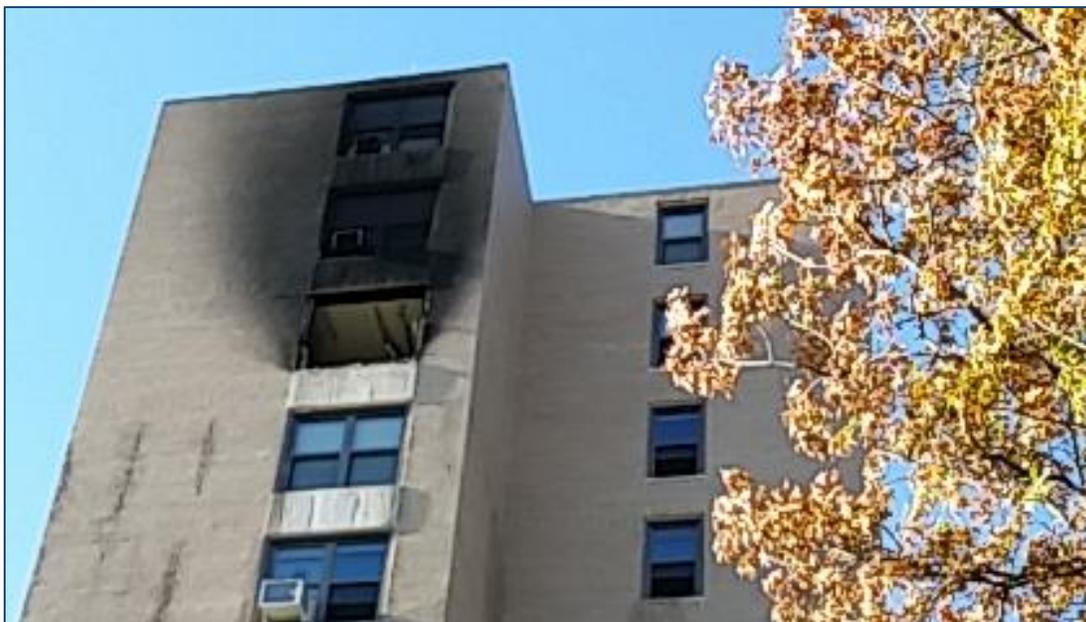
⁸ www.emaponline.org/

frequently used to provide Federal support to States and Federal-to-Federal support, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents.”⁹

As Federal, State and local resources are coordinated in a common ESF framework, a “resource conduit” of sorts is maintained whereby agencies with related duties and resources are easily connected for more efficient communication between the different levels of government.

Incident Response

On November 7, 2015, a structure fire in Centennial Towers swept through the 9th floor, displacing all 122 residents of the building and resulting in one fatality. The Grand Island City Fire and Police responded to the scene, along with Hall County Housing, the American Red Cross, Hall County Transportation, and various local COAD organizations.



At one point, all residents were evacuated to local hotels, and the Emergency Management Department worked closely with Hall County Housing in the recovery phases of the event. Through the development of daily Incident Action Plans and coordination of relief efforts by the newly formed COAD, the residents were accounted for, housed, fed, and provide services through the American Red Cross and other local agencies.

Eventually the residents most of the building were returned to their homes. However, residents of the entire 9th floor were relocated to different apartments within the County Housing Campus pending restoration and repair. The COAD coordinated the collection and delivery of furniture ensembles for each new apartment, as no 9th floor resident was allowed to recover more than the most basic personal property items. These ensembles were coined an “*Apartment in a Box*” and featured sufficient resources for simple furnishings of an entire

⁹ National Response Framework: ESF Annexes Introduction, 2008

apartment, avoiding the needless collection of unnecessary and unwanted items often donated in a “public at large” effort. Repairs and restoration efforts of the 9th floor to return it to livable conditions are ongoing.

Incident Command Training

Following the FEMA IEMC course, Hall County officials recognized the need for the implementation of a simple Type IV Incident Management Team to maintain an incident command structure in the first chaotic moments of a disaster. Team members would include trained staff from emergency response agencies, local partners, and local government. In order to establish such a team, training was required to fill Command and General Staff positions like Incident Commander, Planning Section Chief, Operations Section Chief, Finance/Admin Section Chief, Public information Officer, and so on.



In 2015, working with NEMA and the South Central PET Region (SCPETR), the Department coordinated the delivery of several advanced ICS and position-specific training sessions to Hall County agencies. These training sessions included ICS Operations Section Chief and ICS Incident Commander, although the Incident Commander Class was postponed until January 2016. Additional ICS training was provided to local agencies like Grand Island Police, Fire Departments, Hall County Sheriff, and COAD partners.

Public Information & Outreach

The Emergency Management Department is committed to informing and empowering the public in order to encourage personal preparedness. Our strategy includes:

1. Public education and training sessions,
2. Sponsoring volunteer opportunities through Citizen Corps programs, and

3. Aggressive information sharing on social media (Facebook, Twitter).

The Department uses a diverse set of venues in order to provide public information to the widest possible audience. In addition to regular appearances on traditional local media like television and radio, the Department maintains an active online presence with the City of Grand Island website, provides presentations to local organizations and groups, and sponsors regular training sessions such as CERT and Storm Spotting.



In 2015, working in conjunction with the American Red Cross, the Grand Island Fire Department and COAD agencies, two Fire Alarm Installation events were planned and conducted in Grand Island and provided smoke alarms to over 500 homes. Volunteers met in the targeted areas prior to installation and distributed hundreds of “door hanger” flyers to advised residents three days prior to the event. In both July and September, volunteers were gathered in the early morning, trained in smoke alarm installation, and divided into teams. Each team included a translator in order to communicate effectively in Spanish.

Emergency Warning Systems

The Emergency Management Department contracts with the Nebraska Office of the Chief Information Officer (OCIO) for emergency telephone warning and information services through the OCIO’s contracted provider, AlertSense. Through AlertSense, the Department has the ability to notify internal staff and volunteers, as well as residents who have voluntarily signed up wireless alerts, including voice, text or email.

In addition to wireless phone alerts, the AlertSense system provides access to FEMA’s Integrated Public Alert Warning System (IPAWS). Federal, State, territorial, tribal and local alerting authorities can use IPAWS and integrate local systems that use Common Alerting Protocol standards with the IPAWS infrastructure. IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric

Administration (NOAA) Weather Radio, and other public alerting systems from a single interface.

Planning, Exercise and Training

Maintaining a regular schedule of Planning, Exercises and Training (PET) opportunities is a primary mission of the Emergency Management Department. The process of maintaining a regular cycle of PET activities will allow local agencies to routinely update their plans and procedures, increase their technical skills and capabilities, and demonstrate the efficacy of their training through exercises. Each of these PET activities requires close and regular coordination with our local partners and each exercise is typically preceded by a year of planning and training.

In 2015, local agencies partnered with the Central Nebraska Regional Airport to plan and conduct an active shooter exercise. Following a series of planning meetings, the process culminated in a full-scale exercise involving the Grand Island City Fire, Police, Emergency 911 Center, Airport and TSA staff and a selection of CCC students. Through the PET process, improvements were made to certain response protocols and procedures and a number of action items were identified to improve internal communication and command. The process also allowed Airport personnel to update and improve plans for response in their new terminal, to be completed in 2016.

Regional Coordination

The Emergency Management Department plays an active role in a number of regional emergency planning efforts in order to establish economies of scale, overcome geographical boundaries and logistical challenges, and to establish valuable working relationships with neighboring jurisdictions. The **South Central Planning Exercise and Training Region (SCPETR)** was established by the State of Nebraska in 2007 and includes 15 counties from Hamilton to Lincoln, and south to the Kansas border.

The primary role served by the SCPETR is management of the Homeland Security Grant Program (HSGP) for the jurisdictions within its 15 counties. Through the SCPETR, local and regional projects are identified and submitted for funding by the HSGP. Successfully funded projects will align with State and National Homeland Security priorities and are carried out by the Region for the benefit of each affected jurisdiction.

Examples of recent SCPETR projects benefiting Hall County jurisdictions include:

1. Annual allotment of \$25,000.00 to the Grand Island Fire Department as a State Hazmat Response asset.
2. Purchase of Mobile Data Terminals for cruisers with both the Hall County Sheriff's Office and the Grand Island Police Department.
3. Installation of microwave connectivity in the NRIN system, connecting the GIEC with various local jurisdictions throughout the State.

4. The maintenance of a new public information website, www.bereadynebraska.com, designed to provide a professional and appealing resource to Nebraska families and businesses for preparedness materials, calendar of local events, access to local warning systems and volunteer resources.

The **Tri-Cities Medical Response System (TRIMRS)** is a collaborative effort among hospitals, health departments, emergency medical responders, and emergency managers from Central Nebraska. The mission of the TRIMRS is “to create and maintain a system for responding to public health emergencies by enhancing existing local planning efforts for resources, expertise, communication and personnel in order to increase the capabilities to manage a large number of casualties and/or disruption of service.”¹⁰

TRIMRS has coordinated efforts on regional Mass Fatality planning, hospital evacuation exercises, pandemic flue, improvement of hospital radio communications, and the coordination of training courses. TRIMRS also coordinates the management of the Medical Reserve Corps, a volunteer group of medical professionals recruited and prepared to assist jurisdictions in case of emergency.

Local Emergency Planning Committee (LEPC)

The Hall County LEPC¹¹ is a gathering of representatives in our community that have an interest in hazardous materials safety. Members include representatives from the fire department, law enforcement, health care, schools, local industry, public health, others. As a group they identify potential risks that our community faces from hazardous chemicals stored in and/or transported around the community. The LEPC seeks ways to help minimize these risks, prevent accidents, and assist in the development of plans to deal with a chemical emergency. Another core component of an LEPC is public education. Through the LEPC, the public can seek out information about chemicals in their community and establish safety plans at home and in the workplace.

Citizen Corps Council & COAD

COAD

Working together with local organizations, the Emergency Management Department established a new group called the Community Organizations Active in Disasters (COAD). COADs are used nationwide to coordinate the non-governmental and community organizations that have an active role, resources, or responsibilities to assist the public following a disaster. The COAD determined a mission statement, value statement, and bylaws. Regular meetings also allowed for members to introduce themselves to



¹⁰ www.nomedicalresponse.com/WEb%20Pages/AboutTRIMRS.aspx

¹¹ www.grand-island.com/index.aspx?page=277

each other, define their resources capable of emergency response, and invited new organizations to the group.

Following the establishment of the Hall County COAD, the COAD adopted the role of local Citizen Corps Council in order to better manage local Citizen Corps activities. FEMA states that “the mission of Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make communities safer, stronger, and better prepared to respond to the threats of terrorism, crime, public health issues, and disasters of all kinds.”¹² The Hall County LEPC serves as our local Citizen Corps Council and coordinates our local public awareness and outreach efforts.

The Citizen Corps Council also sponsors local applications of Citizen Corps programs such as the Community Emergency Response Team (CERT). The CERT program helps train people to be better prepared to respond to emergency situations in their communities. When emergencies happen, CERT members can give critical support to first responders, provide immediate assistance to victims, and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the safety of the community.



CERT training includes disaster preparedness, disaster fire suppression, basic disaster medical operations, and light search and rescue operations. To date, the Hall County CERT program schedules two courses per year, has already graduated over 160 students and has recruited 35 CERT team volunteers. CERT volunteers are issued emergency gear, participate in additional training and exercise opportunities, and are available for deployment in an incident.



In the spring of 2015, the first class of Teen CERT students was trained and organized as a branch of the original CERT team comprised of only adults. With the addition of two additional adult advisors, the Director of Emergency Management worked with these students and those from subsequent recruiting and training efforts, to develop bylaws, policies and procedures for the Teen CERT. Teen CERT volunteers meet monthly and receive additional training opportunities, as well

¹² www.citizencorps.gov/

as explore careers in various public safety sectors, such as fire service, law enforcement, emergency medical, and public health. Teen CERT members have also participated in a number of public outreach events, including the installation of smoke alarms through the Red Cross and Fire Department efforts in 2015.



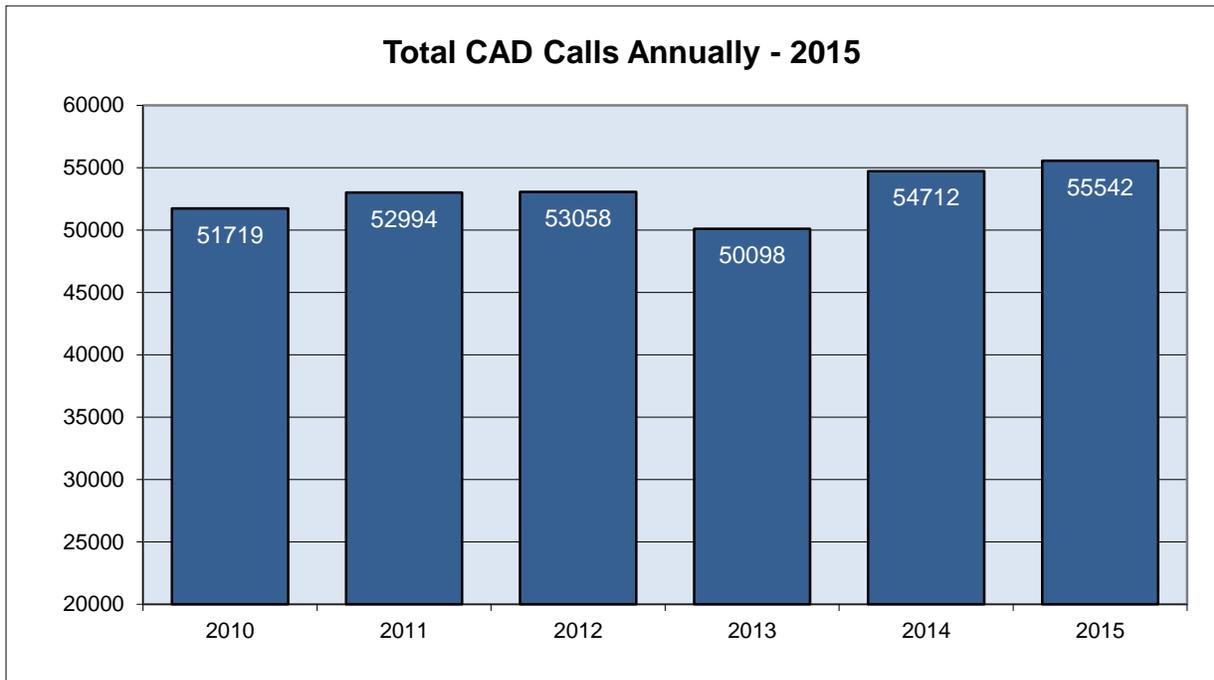
In September 2015, the Teen CERT received the Lt. Governor's "Be Prepared" Award with special recognition for Volunteer Preparedness, Education and Outreach. Members of the Teen CERT travelled to Lincoln to receive the Award and be recognized by the Lt. Governor.



Department Statistics & Performance Review – 2015

Total Telephone Calls & CAD¹³ Calls

2015 Calls ¹⁴	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Inbound 911	2373	2273	2631	2568	2875	3220	3157	2822	2772	2582	2540	2517	32,330
All Inbound	5639	5384	5974	5736	6106	6603	6703	6089	5917	5755	5492	5433	70,831
Internal	627	647	603	516	632	629	719	622	699	700	570	583	7,547
Outbound	1478	1545	1624	1374	1616	1860	1882	1557	1732	1584	1716	1611	19,579
Total	7744	7576	8201	7626	8354	9092	9304	8268	8348	8039	7778	7627	97,957



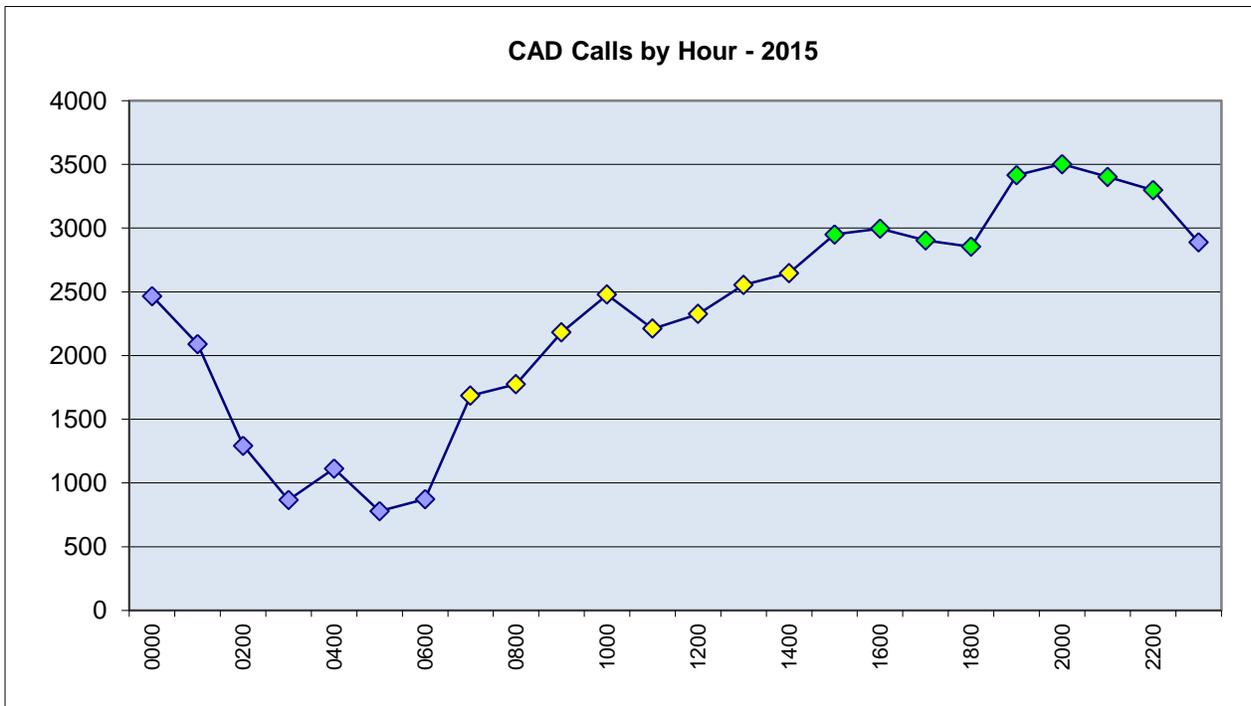
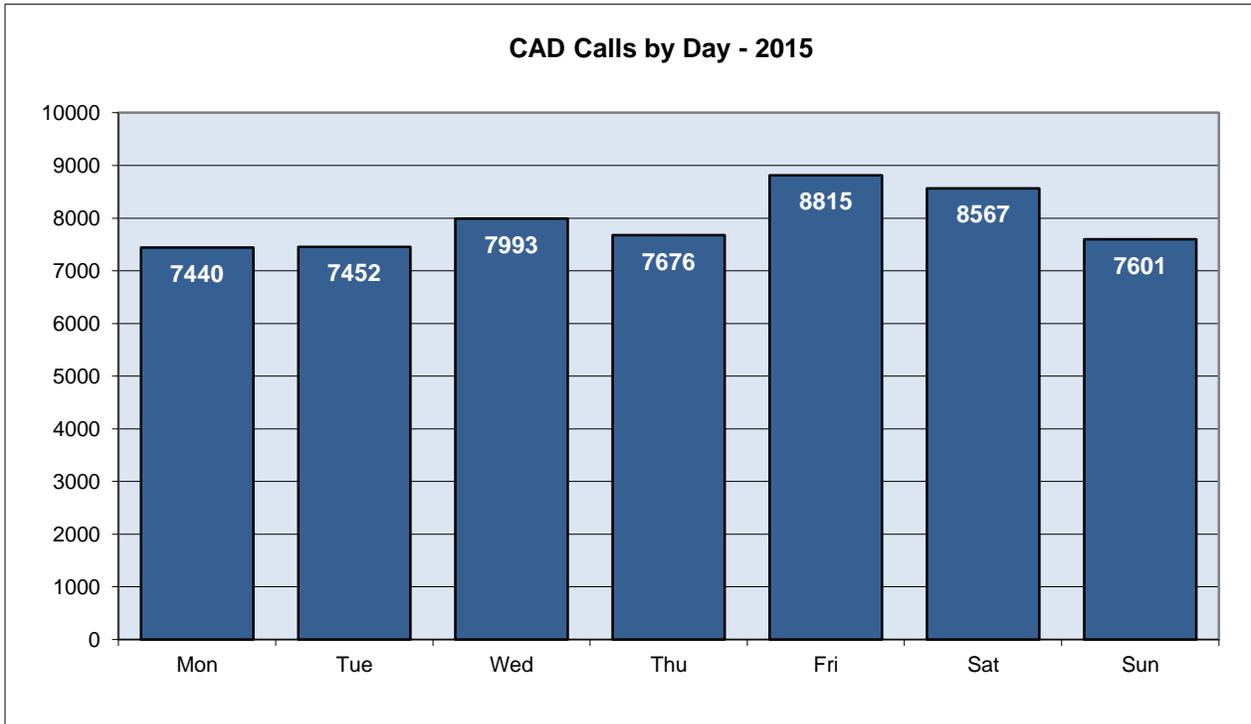
Top 10 CAD Calls by Type

Top 10 CAD Calls - 2015	Number	%
Traffic Stop	15,106	27.2%
Traffic Accident w/ Damage	2,330	4.2%
Serving Warrant	2,175	3.9%
Medical CODE 4	2,139	3.9%
Suspicious Person/Circumstance	1,907	3.4%
10-59 - Attention All Units	1,882	3.4%
Alarm	1,699	3.1%
Welfare Check	1,459	2.6%
Theft	1,133	2.0%
Motorist Assist	1,120	2.0%

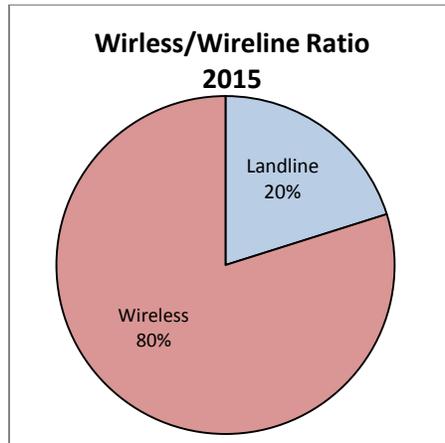
¹³ Spillman CAD- Computer Aided Dispatch

¹⁴ Emergency Call Works 911 system report, 2014

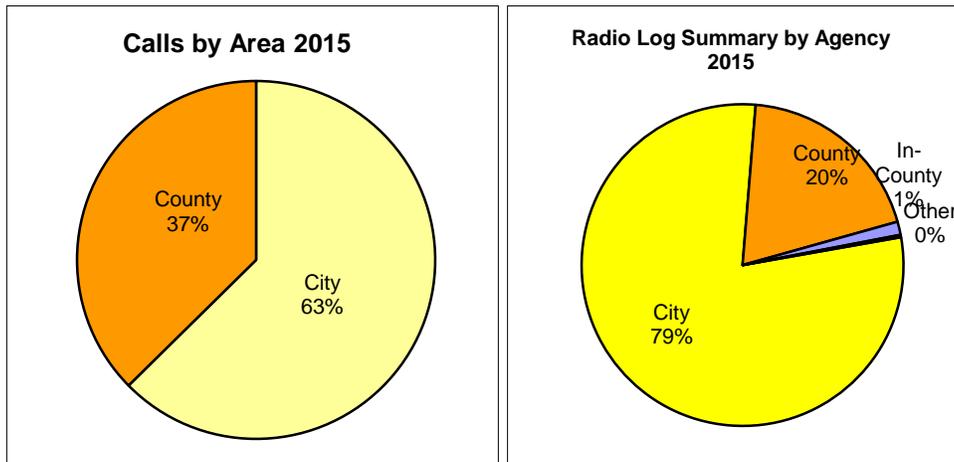
CAD Calls by Day and Hour



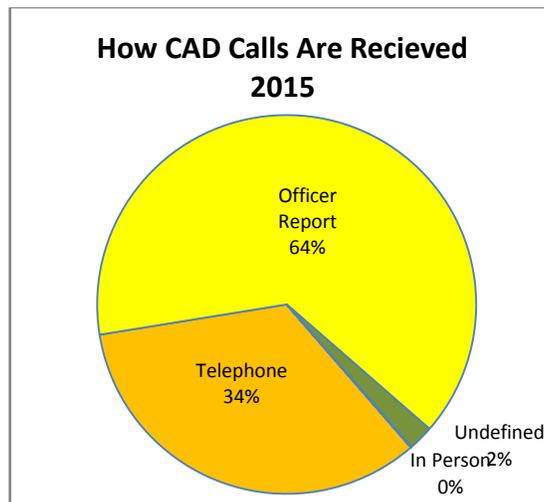
E911 Wireless/Wireline Ratio



CAD Calls by Area and Agency Involved



Calls by Method Received



Language Line Usage

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Spanish	28	23	18	33	37	30	39	33	29	28	36	33	367
Arabic			1		1	1		1		1		1	6
Somali			1	2	3	2						1	9
Dinka													0
Gujarati									1				1
Swahili									1				1
Thai						1							1
Total	28	23	20	35	41	34	39	34	31	29	36	35	385

911 Performance Measurements

911 Phone System: 2014		
Average Time to Answer – 911 (Ring Time)	4.7 sec.	
Percentage < 15 Sec. NFPA Standard 95%	98.78 %	
Percentage < 40 Sec. NFPA Standard 99%	99.87 %	
Average Length of Call – 911	2:01	
Quality Assurance Program (Active/Urgent CAD Call Reviews)	2014 725 CAD Reviews	2015 696 CAD Reviews
Correct Location	99%	99%
Correct Call Nature	97%	97%
Correct Units Dispatched	98%	99%
Call Processing Time (sec.)	69 sec.	70 sec.
Call Processing Time (sec.) EMS Calls	67 sec.	67 sec.
Call Processing Time (sec.) Law Calls	79 sec.	86 sec.
Call Processing Time (sec.) Fire Calls	63 sec.	66 sec.
Average Length of Call	04:40	05:31
Dispatch Time Distribution	2014	2015
Less than 60 sec.	43%	45%
Less than 90 sec.	81%	82%
Less than 120 sec.	94%	93%

2015 GIEC Goal Performance

2014	Description	Result	Goal Status
Goal 1	Answer 95% of 911 calls within 15 seconds and 99% within 40 seconds. *Meets NFPA 1221 Standards	98.8% Calls Answered 15 sec or less. 99.9% Calls Answered 40 sec or less.	 Achieved
Goal 2	Fire Call Processing Time average 60 sec.	Fire Call Processing averaged 66 sec.	 Not Achieved
Goal 3	EMS Call Processing Time average of 70 sec.	EMS Call Processing averaged 67 sec.	 Achieved
Goal 4	Law Call Processing Time average 80 sec.	Law Call Processing averaged 86 sec.	 Not Achieved
Goal 5	Call Processing Time to be less than 120 sec in 90% of all in-progress calls.	Call Processing Time less than 120 sec in 93% of in-progress calls.	 Achieved
Goal 6	Ambulance dispatched prior to operator disconnect in 90% of EMS Calls.	Ambulance dispatched prior to disconnect in 96% of EMS	 Achieved

2016 GIEC Performance Goals

2016	Description
Goal 1	Answer 95% of 911 calls within 15 seconds and 99% within 40 seconds. *Meets NFPA 1221 Standards
Goal 2	Fire Call Processing Time average 60 sec.
Goal 3	EMS Call Processing Time average of 70 sec.
Goal 4	Law Call Processing Time average 80 sec.
Goal 5	Call Processing Time to be less than 120 sec in 90% of all in-progress calls.
Goal 6	Ambulance dispatched prior to operator disconnect in 90% of EMS Calls.

Abbreviations & Definitions

CAD	Computer Aided Dispatch
CAD Calls	Incidents and calls for service recorded into the CAD and dispatched to response units.
CERT	Community Emergency Response Team
CBRNE	Chemical, Biological, Radiological, Nuclear, Explosive
E911	Enhanced 911: System for providing 911 calls with name and location of the caller.
EAS	Emergency Alert System
EMPG	Emergency Management Program Grant
EOC	Emergency Operations Center
FCC	Federal Communications Commission
FEMA	Federal Emergency management Agency
HMGP	Hazardous Materials Grant Program
IEMC	Integrated Emergency Management Course
LEOP	Local Emergency Operations Plan
LEPC	Local Emergency Planning Committee
Narrowbanding	FCC mandated that all government and business radio frequencies in the UHF and VHF bands modify to 12.5 kHz emissions along the radio spectrum by January 01, 2013.
NEMA	Nebraska Emergency Management Agency
NFPA	National Fire Protection Association
PSAP	Public Safety Answering Point
PSC	Nebraska Public Service Commission
Spillman	Software utilized by Hall County and Grand Island to manage public safety information such as calls for service, Computer Aided Dispatch, incident management, and records management.
TRIMRS	Tri-City Medical Response System