



GREENE COUNTY IMPROVES NEW HIRE TRAINING WITH STANCIL SKILLSET MANAGEMENT SUITE.

THE BACKGROUND

Greene County Emergency Communications center was established in 1994 and consolidated in 2013 handling all 9-1-1 communications and dispatch for the City of Springfield, as well as the County of Greene. The city of Springfield in Greene County Missouri is the third largest city in the state growing to more than 400,000 people during business hours. As one of the largest cities and counties within the state of Missouri it is vital the 911 center ensures fast, reliable and accurate 9-1-1 call handling and emergency dispatch for the counties constituents.

Greene County Emergency Communications center handles dispatch for 22 agencies including 13 fire agencies and nine police agencies within the county. In addition, the Springfield-Greene Public Safety Answering Point handles call forwarding for medical transport as well as dispatch for animal control. The Emergency Communications center handled over 490,000 calls in 2014 with over half attributed to 911 calls for assistance.

Greene County's 911 center includes a staff of 71 employees comprised of eight executive staff, nine supervisors and 60 cross trained telecommunicator roles. One of the unique characteristics that differentiates Springfield-Greene County Emergency Communications center is that all supervisors are actively working call handling and dispatch for the center. This distinctive environment of working supervisors and cross trained telecommunicators meant that supervisors had limited opportunities to listen to, and coach telecommunicators on their performance regularly.

THE CHALLENGE

911 Training and Education Manager Kris Inman, a 22-year veteran of Springfield-Greene recognized the need for a more comprehensive performance evaluation solution that aligned with the recently released Quality Assurance and Quality Improvement Program published by NENA (National Emergency Number Association) and APCO (Association of Public-safety Communications Officials). Traditionally Springfield-Greene relied on bi-annual evaluation of telecommunicator performance, but the process was cumbersome, and did not provide a holistic view of telecommunicator performance.

Kris Inman explained, "We would like to see overall performance of a telecommunicator, not just a brief snapshot in time." Kris continued, "A quality assurance program that positively influences our telecommunicators to improve in serving the citizens of Greene County during critical situations is the solution we would like to have."

Greene County 911 looked to expert telecommunicator and shift supervisor Heather Morrison to spearhead a new way forward in ensuring Quality and Improvement within the center. Heather, a 13-year employee at Greene County 911, was promoted to Quality Assurance Manager in September 2016 and faced a challenging situation of improving new hire onboarding, as well as ongoing quality assurance of all telecommunicators. Heather recalled the old process of completing Microsoft Word based grading forms, and the difficulty in tracking telecommunicator performance over time. Additionally, the grading form did not include a telecommunicator's recorded interaction making it difficult to share the audio associated with a particular grading.



Emergency Communications

SPRINGFIELD-GREENE COUNTY

GREENE COUNTY
678 square miles served

22 agencies served
including police, fire, and
animal control

60 cross trained telecom-
municator roles

SOLUTION

Stancil SLR Logging
Recorder

Stancil Skillset Manage-
ment Suite

FEATURES

24/7 Stancil SLR Logging
Recorder

Real-time dashboard of
Telecommunicator
performance and agency
performance

Trending graphs reflect
telecommunicator
performance overtime
identifying opportunities
for improvement

THE SOLUTION

Kris and Heather looked to Stancil Logging Recorders and local communications supplier BusComm Incorporated for an integrated solution that would work with the software currently in place at Greene. They were excited to learn that Stancil recently released Stancil SkillSet Management Suite a browser-based performance management solution for Public Safety. Greene selected Stancil and Buscomm because of the longstanding reliability of their existing logging recorder and the need for a better solution for call taking and dispatch evaluation. Stancil SkillSet Management solved multiple problems associated with the evaluation and ongoing performance measurement of telecommunicators.

Evaluations can now take place in an easy-to-use browser-based interface with only a few clicks. Graded evaluations are associated with the call or radio communication allowing Greene to quickly identify exceptional interactions for use in training, or sharing within the agency. Heather can meet with a telecommunicator regarding their performance, and immediately email the results of the evaluation for future review by the telecommunicator. Telecommunicators always know where they stand, and what they need to work on to improve their performance within the center.

"It's been seamless, and incredibly easy to use the Stancil SkillSet Management suite alongside our existing Stancil Logging Recorder", commented Kris Inman. "The implementation has been astounding and the responsiveness of Stancil and BusComm has been amazing," said Kris. "I've worked with numerous vendors and never experienced a relationship like we have with Stancil. Heather will make a suggestion and in a week or two it's available in the software," noted Kris.

Greene was looking for a Quality Assurance software program that worked with the Quality Assurance and Quality Improvement standards defined by NENA and APCO and was delighted to hear that Stancil SkillSet Management shipped with the recommended grading forms. Kris Inman noted, "A recent event in the news where a senior dispatcher was hanging up on callers could have been easily identified and corrected before becoming a horrific story with an effective quality assurance program."

THE RESULT

The old Quality Assurance program meant new hires would receive training and then be released to handle 911 calls with an evaluation after six months. The new program allows Heather to provide constructive feedback using Stancil SkillSet Management in as little as one month ensuring bad habits never have an opportunity to take hold. "With Stancil Skillset Management we can provide an objective review of a telecommunicators performance and give positive feedback instead of a punitive reprimand," said Heather Morrison.

Greene County Emergency Communications has the ability to view quality assurance scores for the entire center or for a single individual allowing for granular review of ongoing quality improvement. It's easy for telecommunicators to identify trends, or periods where their performance may have declined or improved based on outside life events. Greene County 911 can now measure performance over the lifetime of a telecommunicator providing positive reinforcement to their improvement in serving the counties citizens during their most critical situations.



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KRIS INMAN
911 Training and
Education Manager

ABOUT STANCIL

Stancil Corporation is a leader in NG9-1-1 Logging Recorder solutions since 1946. Stancil, known for its reliability and service to the public safety industry, now leads the industry in support of NENA 13 Next Generation 9-1-1 standards. Stancil takes great pride in working with Public Safety agencies, and all branches of the United States military and government providing secure, logging solutions that stand up to the "always on" requirements necessary to support today's Emergency Communications center.

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