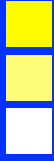




# **UAF Police Department Emergency Communication Center USAGE AND SERVICE REPORT**



**December 31, 2011**



# University Communications Center

UAF Police Dispatching

UAF Fire Department

Denali Borough Fire Service Dispatching

Facilities Services Dispatching

On Campus Alarm Monitoring

Off Campus and Rural Campus Alarm Monitoring

Residence Life After Hours Contact

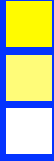
Environmental Health & Safety After Hours Contact

Hazmat Shipment Notification Authority

Public Notary

Crimestoppers Contact Point

911 Information



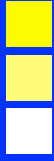
## Usage

### UAF Police Dispatching

The University ECC provides emergency and routine dispatching services. Information is obtained by a variety of methods, including enhanced 911, campus 911, and emergency call boxes located on campus. The ECC is in direct contact with the UAF Police Department. This includes the dispatching and documentation of events including minor activities such as routine patrol actions which are given an internal call number within the local database. Reports and logs are given case numbers. Reports include arrests and serious criminal activity and are entered into a local database and the state law enforcement database. Logs are incidents like trespassing, non-injury vehicle collisions, or items similar in nature which require documentation for other agencies or minimal further investigation, are also entered in local and state databases.

	2011	2010	2009	2008
UAF Police Calls	19,755			
UAF Police Cases	639			
UAF Police Activities		35,977	31,677	26,355
UAF PD Logs		407	474	453
UAF PD Reports		234	299	368

**\*The University ECC acquired a new Computer Aided Dispatch system (CAD) in 2011. The method of tracking and reporting activities has changed from 2010 and prior. The variance between calls and activities due to the new methodology can be seen on the reporting above.**



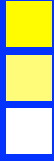
## Usage

UAF Fire Department and

Fairbanks North Star Borough Fire Service Area Dispatching

The University ECC provides enhanced 911 based fire and ambulance dispatching for UAF Fire Department (both on campus and the off-campus University Fire Service Area). This service includes providing 24 hour emergency e911 and 911 fire and EMS dispatching, automatic fire alarm (AFA) dispatching, routine radio traffic, administrative radio traffic and communications, and a detailed dispatch log and a local database. Incident logs are provided on request in paper and digital formats, along with annual statistics. Supports and participates in local, state and federal training exercises on request as well as specialized hose testing and water flow reporting support.

	2011	2010	2009	2008
UAFFD	1496	1597	1521	1460



## Usage

### Denali Borough Fire Service and Denali National Park Dispatching

The University ECC provides 911 based fire and ambulance dispatching for Tri-Valley Volunteer Fire Department, Panguingue Fire Brigade, McKinley Volunteer Fire Department, Cantwell Volunteer Fire department, and Anderson Volunteer Fire Department. The University ECC also provides 911 based after-hours fire, ambulance, and law enforcement notification for Denali National Park during the summer months.

This service includes providing 24 hour 911 based fire and EMS dispatching and routine radio traffic, including administrative radio traffic and communications. The ECC also maintains a detailed dispatch log and a local database for these departments and these logs are provided on request in paper and digital formats. As a result of this service, the ECC provides for each of the departments' annual statistics.

	2011	2010	2009	2008
TriValley	176	219	225	236
McKinley	4	7	3	6
Panguingue	4	3	0	2
Cantwell	33	18	26	0
Anderson	34	25	0	0
Denali National Park	4	4	9	2

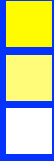


## Usage

### Facilities Services Dispatching

The University ECC serves as an after hours call center for UAF Facilities Services. Serving in this function, the ECC makes appropriate notification of utility outages, dangerous conditions, as well as emergency and routine maintenance requests. The ECC serves also serves as an initial point of contact in UAF vehicle fleet emergencies.

	2011	2010	2009	2008
Facilities Services	511	550	611	531



## Additional Services

### 911 Information

The University ECC is an enhanced 911 dispatch center. Any 911 call generated, either through cell, regular telephone, or by the many emergency call boxes located throughout UAF, come in to the University's own Emergency Communications Center where police officers, firefighters, or ambulances and medics are dispatched and respond directly to the campus from the campus.

### On-Campus Alarm Monitoring

The University Emergency Communication Center is responsible for the monitoring of all campus alarm systems. Activations are evaluated for emergency response requirements. When required, an emergency response will be initiated and either UAF Police or UAF Fire dispatched, depending on the nature of the alarm activated. For other alarms, Facilities Services or alarm technicians will be dispatched or notified per established protocols.

### Off-Campus and Rural Campus Alarm Monitoring

The ECC monitors alarms for Denali National Park, Fairbanks North Star School District, and the Bureau of Land Management Building. The center is responsible for alarm monitoring of off-campus University owned and leased buildings, remote sites, and rural campuses.

### Residence Life After Hours Contact

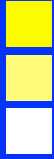
The University ECC is the after hours contact for Residence Life and Student Services. The ECC facilitates the coordination between the Department of Residence Life and the UAF Police and Fire to ensure the safety of the student population at all times.

### UAF Environmental Health and Safety After Hours Contact

The ECC serves as the primary reporting point for after hours incidents for off-campus/remote personnel injuries, vehicle accident reporting, emergency contact notification, situation assessment and hazardous event/conditions.

### HazMat Shipment Notification Authority

The University ECC is the notification point for all hazardous materials shipments for UAF points of origin or delivery. The ECC is required to be notified 24 hours prior to HAZMAT delivery and ensures proper documentation, coordination, and response regarding the materials.



# Additional Services

## Public Notary

The University ECC's full time dispatchers are all Notary Publics for the State of Alaska. The notary service is provided for the UAF Police as part of their normal duties involving arrests and criminal complaints as each criminal complaint must be notarized as part of the arrest paperwork. The ECC also provides free notary services for faculty, staff, students and applicants.

## Crime Stoppers Contact Point

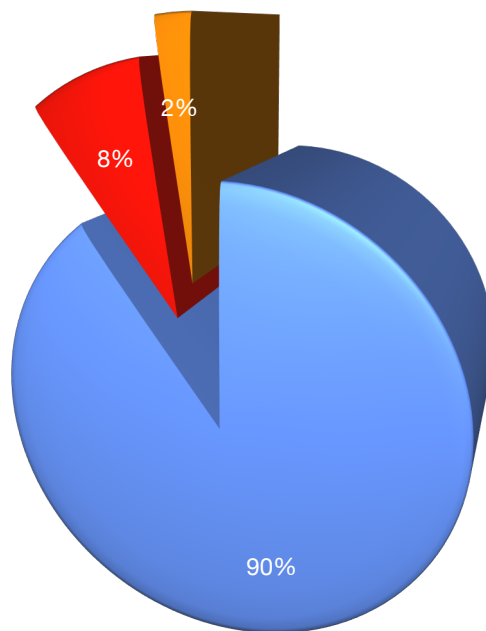
The local area Crime Stoppers line is answered within the UAF Emergency Communications Center. ECC then notifies the appropriate law enforcement agency of the information provided.

	2011	2010	2009	2008
Crime Stoppers	69	79	117	110



## Usage

### Dispatching Breakdown based on 2011 statistical data



- UAF Police Dispatching
- Fire and EMS Dispatching (UAF, FNSB, and Denali Borough)
- UAF Facility Services Dispatching

**\*Does not include administrative functions such as alarm monitoring, notary services, directory assistance, HAZMAT, crime stoppers, water flow reporting and non-emergency radio or phone traffic.**

