UP IN FLAMES
Dispatch works with responders to put out unprecedented fires

emergencydispatch.org
Re-shaping Your Future

If you have too many calls, not enough staff and too much pressure, we get it. Making sense of the future is our business. We’re helping the world’s most sophisticated 9-1-1 centers reshape the way they manage information to help them focus on what’s important. Do you think your 9-1-1 center needs to be reshaped? To learn more, go to www.tritech.com/futureofCAD.

www.tritech.com/futureofCAD

Scan the QR Code above and tell us what you think the future of CAD will look like.

Inside the Journal
March/April 2012 | Vol. 14 No. 2

Columns
4 | Contributors
5 | Dear Reader
6 | President’s Message
7 | Ask Doc
8 | Police Protocol
9 | Stress Buster
44 | Retro Space

Industry Insider
10 | Latest news updates

Departments

Best Practices
14 | FAQ
Protocol 26 revised to curb over-triage in high call volume centers
15 | ACE Achievers
Parkland County snags spot as second fire ACE in Canada

On Track
28 | Medical CDE
MPDS Version 12.2 lays groundwork for next jump
32 | Fire CDE
Elevator know-how means more than finding the right floor
36 | 9-1-1 Education
Opportunities to teach about 9-1-1
37 | Protocol Release
PPDS packs punch with v4.1 features

Your Space
39 | Dispatch In Action
42 | Off Hours

Features

18 | Drought, Wind, & Fire
Deadly mix of extreme heat and exceptional drought turns Texas into blazing inferno.

24 | Steady As She Blows
High winds howling from the Pacific show their force as they sweep to the Rockies.

46 | Navigator 2012
Protocol is only part of the fun at annual conference.

The following U.S. patents may apply to portions of the MPDS or software depicted in this periodical: 5,857,966; 5,989,187; 6,004,266; 6,010,451; 6,053,864; 6,076,065; 6,078,894; 6,106,459; 6,607,481; 7,106,835; 7,428,301; 7,645,234. The PPDS is protected by U.S. patent 7,436,937. FPDS patents are pending. Other U.S. and foreign patents pending. Protocol-related terminology in this text is additionally copyrighted within each of the NAED’s discipline-specific protocols. Original MPDS, FPDS, and PPDS copyrights established in September 1979, August 2000, and August 2001, respectively. Subsequent editions and supporting material copyrighted as issued. Pictures of the periodical cover are from material previously copyrighted beginning in 1979 through this present.

Photo Reuters. Copyright 2011.
Dave Odden: A pro and translator specialist in the translation and standards department of Priority Dispatch Corp, supporting the development, translation, and quality improvement of national and international written material for the POC and the Academy. He holds a BA in linguistics.

Jolene Thornton: Jolene started at the Putnam County Sheriff’s Office in Dickey, Ohio, as a corrections officer, but dispatch peaked her interest and soon she was working part-time for both departments. Jolene started dispatch full-time in 2011. The call she wrote about in this issue was her first “big one” on a full-time dispatch.

| POLICЕ PROТОКОL |

| STRESS BUSTER |

| DISPATCH IN ACTION |

**JIM LARIER**

Jim, a former chief deputy for the Okanogan County Sheriff’s Office, has served on various NADb boards, and is a regular contributor and board member of The Journal.

**BRITT PATTISON**

Britt is a medical and quality improvement of the development, translation, and management of PSAP stress and call-related trauma and in call modeling outside rural and remote areas. Jim is a chair of the NENA Working Group on Acute, Traumatic, and Chronic Stress.

**JIM MARSHALL**

Jim, a certified EMD therapist (MA, Clinical Psychology), specializes in 9-1-1 mental health and treatment of traumatic stress. Jim is director of the 9-5-1 Training Institute and co-founder of the S11 Wellness Foundation. Since 2005, he has trained over 2,500 telecommunicators in management of PSAP stress and call-related troubles in and call modeling outside rural and remote areas. Jim is a chair of the NENA Working Group on Acute, Traumatic, and Chronic Stress.

**SHAWN MESSINGER**

Shawn is a police consultant and Emergency Police Dispatch instructor for Priority Dispatch Corp. He is a former chief deputy for the Okanogan County Sheriff’s Office, where he was also commander of multi-jurisdictional SWAT team.

**BRETT PATTISON**

Brett is a former EMD, EFD, ED-Q instructor for Priority Dispatch and the director of a combined Sheriff’s Office where he was deputy for the Okanogan County Sheriff’s Office in Pinelock County, Fla. He is a member of the NADb College of Fellows, Standards Council, and Police Committee. Britt began a career in EMS communications in 1987. Prior to accepting a position with the IAP, he spent 10 years working in Pinelock County, Fla.

**JOE THORNTON**

Jolene started at the Putnam County Sheriff’s Office in Dickey, Ohio, as a corrections officer, but dispatch peaked her interest and soon she was working part-time for both departments. Jolene started dispatch full-time in 2011. The call she wrote about in this issue was her first “big one” on a full-time dispatch.

**DEAR READER**

Some Things Have To Change

Audrey Fraizer, Managing Editor

T

here’s something to be said about the advance in technology. We might wax nostalgic over the “way of doing things,” but fondly remembering the past doesn’t mean we’d ever want to go back there.

After all, how many mess bumping into the hall while running to answer a phone as opposed to putting a cell phone to the ear, writing a letter—yes, using pen and paper—as opposed to sending a spell-checked e-mail, or scrounging through the pockets or a purse to find the right change for making a local or long-distance (operator-assisted) call.

The rapid, take no prisoners advance to the digital world of communications seems to be the revolution that has no end and never intends to step aside. In my world, print media are scrambling to find their voice. Even classic urban newsstands seem to be losing ground to digital newsstands resembling electronic billboards in a four-sided toaster oven motif.

In your world, NG9-1-1 is the future. In the next year, two, or three, a dispatcher might be fielding multiple text messages about an emergency while another dispatcher in the same room is watching a video of the incident a bystander is digitally recording. Who knows? Maybe communication will be so interconnected, so advanced, that work-at-home promotions include 9-1-1 dispatching from the comfort of your living room.

The possibilities are endless; the thought of flying pointless.
Welcome to Baltimore Navigator 2012. What a great city and venue to gather for our annual conference. The Inner Harbor is a step away from the Baltimore Marriott, putting us in the enviable position to relax by the waterfront under a theater of stars after attending sessions and catching up with friends in the business.

But did you know that Baltimore also caters to the stars on ground? Yes, that applies to us and our work and also, in this case, the stars of the silver screen. Television’s long-running America’s Most Wanted was filmed in Baltimore. The 1991 feature film Andrus tells the story of Polish-Jewish immigrants coming to the United States and settling in Baltimore.

That’s just a sampling from the “A” list, as in alphabetical order. Moving down the list, we also have Enemy of the State, starring Will Smith and Gene Hackman; Live Free or Die Hard, the fourth installment of Bruce Willis’ Die Hard series; and Silence of the Lambs, the haunting thriller starring Jodie Foster and Anthony Hopkins.

Yes, I tend to go for action movies and, yes, they usually involve police, fire, or some other form of investigative backdrop. A favorite movie, Ladder 49, misses several of the elements necessary to hold my attention in addition to depicting the Baltimore City Fire Department (BCFD) Engine Company 33. And for your daily dose of trivia: The fire department dispatch heard during the film is using the actual dispatch protocol the BCFD uses. The BCFD has both fire and medical ProQA®.

For those who may have missed the movie, Ladder 49 chronicles the attempts to save firefighter Jack Morris (Joaquin Phoenix) who is struggling to reach a secure area after falling through several floors of a burning grain elevator/warehouse in the Canton waterfront district. While his unit, led by Deputy Chief Mike Kennedy (John Travolta), races to the rescue, Morrison’s life as a firefighter flashes to the screen. This is not so much an action flick as it is about the character of people willing to risk their lives to put out fires and save lives.

As a career member of the Salt Lake City Fire Department, I enjoyed the film’s depiction of the dangers inherent in the profession and the way firefighters band together both on and off the job. Those are reasons for my choice in careers. Although not your classic adrenaline junkie, I do like the challenges and camaraderie.

The same apparently applies to screen actor Tim Guinee. He played Capt. Tony Corrigan in Ladder 49. Since the movie’s release in 2004, Tim has continued his career in television, film, and in the Stone Ridge Volunteer Fire Department (SRFC).

Say that again? Tim was so taken by the role he played that he joined his hometown Stone Ridge Volunteer Fire Department in upstate New York. Tim is still listed in the SRFC’s active roster, he is one among 41 members, including the chief and captains, serving a population of about 1,100 in a predominantly residential area. They respond to close to 220 calls a year and work with neighboring fire departments through the mutual aid system.

Prior to Ladder 49, Tim’s firefighting experience was limited to ride-alongs with a friend at the New York Fire Department who was killed on 9/11. Talking to the producer about the loss of his friend and his subsequent help at Ground Zero aided him an audition for a role in Ladder 49. He won the part and was trained in BCFD search and rescue techniques. Although I don’t know the specifics, he was given an award for saving a woman’s life while he was on a ride-along in training for the movie. It was an intense movie training mixed with the reality of the job, he said, pushing him to apply for the real thing. He wanted the opportunity to serve in the Catskills, N.Y., community he and his actress wife Daisy Foste call home.

In an interview with Frankly My Dear movie critic Roger Moore, Tim said roles he plays tend to transcend into his persona. “They say an actor should fall in love with your character,” Guinee said. “I’ve always thought that you should allow yourself the possibility of falling in love with what that character loves to do.”

The same can be said of the professionals gathered together for three days in Baltimore for the Navigator conference. We have allowed ourselves to fall in love with what we do each day. This applies to us and our work as well as the software with respect to colors, design, ease of reading, etc.

Nina Vaughan
Deputy Commander
Public Safety Communications
Calgary Police Department
Calgary, Alberta, Canada

Nina: Excellent question. Over the 20 years that ProQA and the 32 years that the manual cards have evolved, we have paid special attention to the user’s ability to discern between parts of the protocol using not only colors and fonts, but screen positioning, multi-entry (i.e., mouse plus plus hot keys), etc. This specialized formatting and conventions of the protocol refer to as the “Protocol Attributes” and includes color links and backgrounds, special icons and symbols, boldings, and font colors. EMIs are taught these things in their certification courses. Since medical protocol is only one out of three (police and fire), they must be all interactively consistent for consolidated users. Colors and fonts also link from one area of the protocol to another, such as Determinant Codes to the definitions for them on other screens or cards. These linking processes are a great aid to the user, but for someone with color issues, they can still navigate correctly once trained.

We have taken care to select the fonts that are the least problematic for reading, which at times are problematic uniform size-wise in on-the-fly switching to character-based fonts like Chinese or Arabic. We have generally chosen sans serif fonts for Latin-based languages as these are better for most on-screen visualization and dyslexic-type issues.

Since there is so much of this in the protocol, for certain users it might cause problems, but the process for all is imbedded in the formatting, and the Academy and PDC welcome all recommendations for improvement of the protocols—both clinically and structurally.

I hope this helps to clarify this issue…

Doc P:\ See the various formats of the PMP protocols design and then read the special article in Principles of EMD—4th Edition, page 1316, about the genius, Mike Smith, who developed the Panel Logic Script method for the Academy over 20 years ago.

Dr. Clawson: Thanks so much for the quick and thorough response. It was very helpful. Regards, Nina

Welcome Aboard! Navigator Goes East

Baltimore offers venue to the stars

Scott Freitag, NAED President

This is not so much an action flick as it is about the character of people willing to risk their lives to put out fires and save lives.

As a career member of the Salt Lake City Fire Department, I enjoyed the film’s depiction of the dangers inherent in the profession and the way firefighters band together both on and off the job. Those are reasons for my choice in careers. Although not your classic adrenaline junkie, I do like the challenges and camaraderie.

As a career member of the Salt Lake City Fire Department, I enjoyed the film’s depiction of the dangers inherent in the profession and the way firefighters band together both on and off the job. Those are reasons for my choice in careers. Although not your classic adrenaline junkie, I do like the challenges and camaraderie.

The same can be said of the professionals gathered together for three days in Baltimore for the Navigator conference. We have allowed ourselves to fall in love with what we do each day. This applies to us and our work as well as the software with respect to colors, design, ease of reading, etc.

Nina Vaughan
Deputy Commander
Public Safety Communications
Calgary Police Department
Calgary, Alberta, Canada

Nina: Excellent question. Over the 20 years that ProQA and the 32 years that the manual cards have evolved, we have paid special attention to the user’s ability to discern between parts of the protocol using not only colors and fonts, but screen positioning, multi-entry (i.e., mouse plus plus hot keys), etc. This specialized formatting and conventions of the protocol refer to as the “Protocol Attributes” and includes color links and backgrounds, special icons and symbols, boldings, and font colors. EMIs are taught these things in their certification courses. Since medical protocol is only one out of three (police and fire), they must be all interactively consistent for consolidated users. Colors and fonts also link from one area of the protocol to another, such as Determinant Codes to the definitions for them on other screens or cards. These linking processes are a great aid to the user, but for someone with color issues, they can still navigate correctly once trained.

We have taken care to select the fonts that are the least problematic for reading, which at times are problematic uniform size-wise in on-the-fly switching to character-based fonts like Chinese or Arabic. We have generally chosen sans serif fonts for Latin-based languages as these are better for most on-screen visualization and dyslexic-type issues.

Since there is so much of this in the protocol, for certain users it might cause problems, but the process for all is imbedded in the formatting, and the Academy and PDC welcome all recommendations for improvement of the protocols—both clinically and structurally.

I hope this helps to clarify this issue...
T
the Priority Dispatch Protocols® have been
around for more than 30 years and their presence in communication centers so prevalent that it’s almost a surprise to find a center that does not use them. With the wide-
spread use of the Medical Priority Dispatch System™ (MPDS) one might think the Police Protocol is an easy sell, so to speak, to the ever liability-conscious law enforce-
ment community. That, however, is not necessarily the case.

Many calltakers and call center supervisors are apprehensive about using structured calltaking for police calls. But the thought of processing police calls with protocols and structure that makes them hesitate? Is it the supervisory stress of listening to staff complaints about an off day, which they say change will only aggravate? Or is it something else?

These same professionals can list the benefits of using protocols for fire or medical calls. Why not police? Telecommunication professionals often cite the liability with “getting it wrong” during caller interrogation or police calls as the foremost reason they welcome medical protocols. They might also mention an inherent fear in dealing with physical trauma even when offering assistance over the phone. This is a natural fear; most people wince at the sight of blood and the thought of treating severe injuries.

Some of these same professionals can list the benefits of using protocols for fire or medical calls. Why not police? Telecommunication professionals often cite the liability with “getting it wrong” during caller interrogation or police calls as the foremost reason they welcome medical protocols. They might also mention an inherent fear in dealing with physical trauma even when offering assistance over the phone. This is a natural fear; most people wince at the sight of blood and the thought of treating severe injuries.
California pays tribute to firefighters who died in service

The names of 30 California firefighters who have died in the line of duty over the past five years were recently honored at ceremonies held at the California Firefighters Memorial in Sacramento. The memorial, located in historic Capitol Park, carries the names of more than 1,200 firefighters who have died in service since California became a state in 1850.

Those recently honored included 18 firefighters who died from traumatic injuries or job-related illnesses in 2011, as well as 12 firefighters from earlier years that were brought to the California Fire Foundation’s attention. Among the names added to the Memorial were San Francisco Lt. Vincent Perez and San Francisco firefighter Anthony Valero. Both men died battling a June 2, 2011 structure fire in San Francisco’s first multiple line-of-duty death in 60 years. The ceremony also included a tribute by Vallejo firefighter Brett Smith, whose friend and colleague—Alameda City firefighter Scott Carnevale—died earlier this year of a battle against cancer.

Unveiled in April 2002, the California Firefighters Memorial features two statues and a Memorial Wall. Most of the more than $2 million raised to build and maintain the Memorial came directly from donations from the public.

This year of job-related cancer.

In 2011, 91-11 dispatchers in nearly 2,000 communities, among them the Las Vegas Fire & Rescue, were deployed to provide bystander-assisted chest compressions. However, as dispatchers’ workload increases, they spend less time determining whether a cardiac arrest call is genuine. "The more we train and the more we practice, the more consistent our responses become," Slattery said. "But being accurate is critical to improving arrest rates."

Unveiled in April 2002, the California Firefighters Memorial features two statues and a Memorial Wall. Most of the more than $2 million raised to build and maintain the Memorial came directly from donations from the public.

According to the Toronto Star (Canada), Toronto police said they receive about 300 pocket dial calls daily. Officials in the Evanston, Ill., communications center told CBS Chicago that their 9-1-1 center receives roughly 400 accidental calls per month, and they believe the vast majority of those calls are butt dialing.

Technology carries its share of problems

Pocket dialing (also called “butt dialing”) is so prevalent that it’s even scored an entry in Wikipedia. But did you know the reason cited for the increased number of pocket calls during the summertime, according to this same source? Roller coasters. The article links to a call answered at the Warren County (Ohio) communication center last summer that link opens to a video of a dispatcher listening to muffled sounds of clothes rustling from the telephone sandwiched in the owner’s back pocket punctuated by the screams of riders and the swooshing noise of the amusement park ride.

Even without the seating pressure of a roller coaster, the problem is a growing annoyance among 9-1-1 dispatchers, who must stay on the line to determine whether the call is real or accidental. Stories from various sources attribute hundreds of hang-up calls to pocket dialing. For example, the Journal Gazette (Fort Wayne, Ind.) reported that dispatchers in the consolidated Allen County and Fort Wayne (Ind.) communications center received over 1,972 hang-up calls from January 2010 to December 2011 that were later determined to be cell phone pocket dials.

FirstWatch is a real-time surveillance tool that is capable of tracking all aspects of EMS response and activity in a given system, using data from CAD and patient call reports.

For example, an application used by Las Vegas Fire & Rescue Deputy Chief and EMS Medical Director Dr. David Slattery alerts him whenever a cardiac arrest call is identified. "My big mission and passion is improving cardiac survival in Las Vegas," Slattery said. "This is the second app NDSU Extension Service and Myriad Devices developed through a U.S. Department of Agriculture National Institute of Food and Agriculture (NIFA) Smith Leader Special Needs grant. A Disaster Recovery Journal app records information about flooding damages using text, images, and audio and provides hints for cleaning water-damaged items.

More about stress and how to combat it is available on www. calb.edu/health/topics/health/.

And don’t worry about forgetting the shovel. The app also provides information about putting together your car’s winter survival equipment, tips for winter driving, and suggestions for staying safe if stranded before response arrives.

According to a regional county extension release, Myriad Devices, a company founded by students and faculty in the NDSU Electrical and Computer Engineering Department and College of Business, developed the app.

This is the second app NDSU Extension Service and Myriad Devices developed through a U.S. Department of Agriculture National Institute of Food and Agriculture (NIFA) Smith Leader Special Needs grant. A Disaster Recovery Journal app records information about flooding damages using text, images, and audio and provides hints for cleaning water-damaged items.

Mission Possible: Cardiac arrest survival odds

Pocket dialing (also called “butt dialing”) is so prevalent that it’s even scored an entry in Wikipedia. But did you know the reason cited for the increased number of pocket calls during the summertime, according to this same source? Roller coasters. The article links to a call answered at the Warren County (Ohio) communication center last summer that link opens to a video of a dispatcher listening to muffled sounds of clothes rustling from the telephone sandwiched in the owner’s back pocket punctuated by the screams of riders and the swooshing noise of the amusement park ride.

Even without the seating pressure of a roller coaster, the problem is a growing annoyance among 9-1-1 dispatchers, who must stay on the line to determine whether the call is real or accidental. Stories from various sources attribute hundreds of hang-up calls to pocket dialing. For example, the Journal Gazette (Fort Wayne, Ind.) reported that dispatchers in the consolidated Allen County and Fort Wayne (Ind.) communications center received over 1,972 hang-up calls from January 2010 to December 2011 that were later determined to be cell phone pocket dials.

To avoid pocket dialing, the Federal Communications Commission recommends locking keypad using the keypad lock feature, turning off the 9-1-1 auto-dial feature, refraining from programming a wireless phone to speed dial 9-1-1 or buying a phone with a lanyard if it discourages accidental dialing. Although none of the pointers offer direct assistance to dispatchers, the public’s willingness to prevent the problem can go a long way in solving it.

Incidentally, another interesting fact about pocket dialing found on Wikipedia: The term pocket dialing was invented by Amit goldenberg, an Israeli linguist who discovered the phenomenon while researching cell phone usage among seamstresses in a border county of Arizona.

FirstWatch is a real-time surveillance tool that is capable of tracking all aspects of EMS response and activity in a given system, using data from CAD and patient call reports. For example, an application used by Las Vegas Fire & Rescue Deputy Chief and EMS Medical Director Dr. David Slattery alerts him whenever a cardiac arrest call is identified. "My big mission and passion is improving cardiac survival in Las Vegas," Slattery said. "This is the second app NDSU Extension Service and Myriad Devices developed through a U.S. Department of Agriculture National Institute of Food and Agriculture (NIFA) Smith Leader Special Needs grant. A Disaster Recovery Journal app records information about flooding damages using text, images, and audio and provides hints for cleaning water-damaged items.

And don’t worry about forgetting the shovel. The app also provides information about putting together your car’s winter survival equipment, tips for winter driving, and suggestions for staying safe if stranded before response arrives.

According to a regional county extension release, Myriad Devices, a company founded by students and faculty in the NDSU Electrical and Computer Engineering Department and College of Business, developed the app.

This is the second app NDSU Extension Service and Myriad Devices developed through a U.S. Department of Agriculture National Institute of Food and Agriculture (NIFA) Smith Leader Special Needs grant. A Disaster Recovery Journal app records information about flooding damages using text, images, and audio and provides hints for cleaning water-damaged items.
for the sake of emergency responders.

The second was hot at the time in July when the signs were erected, a driver once over the lockdown issue.

"Then it was so hot, it was hard to get volunteers to erect the signs," Barbara Leetun, president, Board of Directors of Hill County Emergency Services District ESD (1) told newspaper reporters.

Fortunately, a Boy Scout with his eye on achieving a higher ranking came on scene. According to a story in The Reporter (Hillsboro, Texas), volunteer fire departments were 50/50 on putting up the signs when in July ESD 2 board members approached them, even when volunteers are willing to help with the project. While some had completed the work by November, others had only partially completed the work in their jurisdictions on as of December, were revving up to meet an extended deadline.

That’s where Hillsboro Boy Scout J.C. Field opening. He took the project for Malone Volunteer Fire Department in the interest of his Eagle Scout badge and for the sake of his grandfather. Faulkner said he wanted to make sure emergency responders could find his grandfather’s home, west of Malone, in case of a medical crisis.

The intrepid Faulkner organized a 26-person work crew and together they spent seven hours putting up more than 250 signs in the city of Malone and along 50 miles of road in the Malone VFD service area. Despite delays for paperwork, Faulkner received enough to qualify for the badge.

The district applied for signage funds in 2010 from the Hill County Commissioners to help responders reporting trouble in finding addresses, especially at night. Following Faulkner’s lead, three Future Farmers of America chapters and two churches have since stepped forward to erect the remaining signs in time for deadline.

The 9-1-1 scams keep coming

The Oklahoma County Sheriff’s Office is warning residents against providing any personal information to callers identifying themselves as deputies attempting to settle a supposed fraud complaint over the telephone. The phony deputies say the information is necessary to resolve the issue to avoid arrest on fraud charges and, when calling, are able to display the numbers 9-1-1 on a recipient’s caller ID in an attempt to authenticate their identity.

Callers impersonating deputy status with the Oklahoma County Sheriff’s Office’s (Fla.) are requesting personal information over the phone to, as they say, arrange payment for traffic tickets. According to the sheriff’s office, the caller is spoiling a dispatch number through caller ID.

And, finally, in the interest of year-end giving and fraudulently receiving, phone scammers in various parts of the country are calling residents asking for donations to support emergency responders. A recent report states approximately 9-1-1 centers, promote school programs, to or to bars. The law also requires that 9-1-1 be available for all calls, and some in other states, 9-1-1 as the caller’s office-based number. According to WHEC News in New York, troopers cited from the Canadian gas price.

There’s no telling whose number the caller will get. In one case, an elderly couple was swindled out of $30,000 in cash to a person they thought was their grandson. A day later, they found their grandson and he was never in trouble nor did they call him for money.

State Farm California honors 9-1-1 volunteer

Paul Nicholson, who was profiled in a recent issue of The Journal for his efforts to teach school children about 9-1-1, was named volunteer citizen of the year by State Farm Insurance. The $500 that goes with the 9-11 volunteer of the year award for the city of Englewood, Fla., is a small price to pay to see the plaque dedicated to the memory of Denise Amber Lee.

The plaque unveiled at the sports complex reads: It was at this play-ground that Denise would bring her two sons to play. Her family never got to see her. According to surveys returned from 47 states and several U.S. territories, 38 states spent 9-1-1 fees as they were originally intended, and only seven jurisdictions allowed use of 9-1-1 funds for other state projects. The audit covers the calendar year ending Dec. 31, 2010.

The 2010 report (covering the calendar year ending Dec. 31, 2009) shows a slight increase in states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands using the funds exclusively for 911/E911 projects, while 13 states used some portion of the funds to support other programs. The funds collected ranged from a low of $61 million in Maine to a high of $206 million in Texas. Two states did not respond and three states did not provide the requested numbers.

In 2009, the first year the information was collected for Congress, 30 states, Guam, the District of Columbia, and Puerto Rico used the funds collected exclusively for 911/E911 purposes, while 12 states used some portion of their funds to support other programs. Estimates of funds collected during calendar year 2008 ranged from a low of $148,363 in Guam to a high of $1,002,590 in Illinois. They allow state officials to report whether the funds used were in connection to 911/E911.

States that reported that they use 911/E911 funds for other purposes indicated they use the money collected for a variety of projects, primarily related to other emergency first responder programs. Alaska, for example, stated an Automated Geographic Reference Center. Four states (Arizona, Illinois, Oregon, and Rhode Island) reported using the money to support the state’s general fund, although Oregon reported that it used only interest accrued on the collected funds.

Rural firefighters receive early Christmas gift

Southwest Madison County Volunteer Fire Department (MCC) received an early Christmas gift in December from American Rescue. The crew donated a used dual-axle trailer to the department for use as a machine.

Fire department members re-painted and re-lettered the ambulance donated several weeks prior to the official “passing of the baton” ceremony held at the fire station. A local body shop donated the paint.

The donation is a resource saver for the volunteer firefighters who have relied on a fire truck to assist their victims.

AMR is the only ambulance service in Madison County, and the county’s volunteer firefighters provide non-emergency medical services to assist AMR’s advanced ambulance crews. AMR maintains a fleet of 55 ambulances to serve Madison, Hinds, Rankin, Simpson, and Smith counties.

Previously, the company has also donated retired ambulances to Camden Volunteer Rescue, Gluckstadt Volunteer Fire Department, Madison Fire Department, Canton Fire Department, and Kornea Park Volunteer Fire Department.

The five Madison County volunteer fire departments respond to fire and emergency medical calls in rural areas of Madison County.

The 9-1-1 audit

The 2011 audit of state-level 9-1-1 funds released by the Federal Communications Commission (FCC) reveals that most states are paying the money where it is supposed to be going.

According to surveys returned from 47 states and several U.S. territories, 38 states spent 9-1-1 fees as they were originally intended, and only seven jurisdictions allowed use of 9-1-1 funds for other state projects. The audit covers the calendar year ending Dec. 31, 2010.

The 2010 report (covering the calendar year ending Dec. 31, 2009) shows a slight increase in states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands using the funds exclusively for 911/E911 projects, while 13 states used some portion of the funds to support other programs. The funds collected ranged from a low of $61 million in Maine to a high of $206 million in Texas. Two states did not respond and three states did not provide the requested numbers.

In 2009, the first year the information was collected for Congress, 30 states, Guam, the District of Columbia, and Puerto Rico used the funds collected exclusively for 911/E911 purposes, while 12 states used some portion of their funds to support other programs. Estimates of funds collected during calendar year 2008 ranged from a low of $148,363 in Guam to a high of $1,002,590 in Illinois. They allow state officials to report whether the funds used were in connection to 911/E911.

States that reported that they use 911/E911 funds for other purposes indicated they use the money collected for a variety of projects, primarily related to other emergency first responder programs. Alaska, for example, stated an Automated Geographic Reference Center. Four states (Arizona, Illinois, Oregon, and Rhode Island) reported using the money to support the state’s general fund, although Oregon reported that it used only interest accrued on the collected funds.
Visual Change

Sudden trouble seeing could be sign of stroke

By Brett Patterson

Joe:

A SUDDEN change in eyesight is very commonly associated with a stroke, and should be handled as such. This Chief Complaint selection principle is covered in the STROKE Symptoms list in the A1 section of Protocol 28: “Sudden trouble seeing in one or both eyes.”

Joe:

The information will be beneficial to my colleagues and me.

Gregg:

In general (and data back this up), “discovered” symptoms have less acuity than symptoms provided in the initial Chief Complaint. For this reason, we advise EMDs not to shunt from Protocol 26 unless directly directed to do so by Protocol. Such a shunt may happen as the result of a direct link, as in the case with chest pain or internal bleeding. Rarely is a shunt initiated because of a discovered priority such as a scene safety issue, priority symptom, or as in your case, a clearly defined term that is always handled the same way, i.e., STROKE Symptoms, HEART ATTACK Symptoms, IMMEDIATE Delivery, or SUSPECTED Aortic Aneurysm.

Your case is interesting. The initial complaint was simply “feeling generally unwell,” while at the same time the patient was experiencing the classic tearing pain in the flank associated with an aneurysm. Although such pain is not usually masked by a general complaint of feeling ill, it does happen. The critical nature of the suspected underlying issue reveals an important teaching point.

I also want to address your mention of “new or updated information,” which is a commonly misunderstood quality assurance standard term when used in relation to protocol shunting. This standard was in place prior to removal of the difficulty breathing shunt from Protocol 26 and prior to the changing of the chest pain question to the now more obvious question “Does s/he have any pain?” The standard was intended to address several issues when an EMD suddenly learns something significant about the call, usually because a third party caller becomes a 2nd party caller; when something at the scene suddenly changes; or when a patient’s condition is otherwise suddenly clarified. It was not designed to address simple, non-priority additions to a Chief Complaint. The “Does s/he have any pain?” question initially caused some confusion about the standard and the appropriateness of manual shunting.

In summary, it would not be appropriate to shunt from Protocol 26 to Protocol 5 when abdominal or back pain is “discovered” at Key Questioning (not part of the original complaint). However, when a caller reports DLS-defined symptoms clearly associated with a specific protocol, the EMD should manually shunt to the more appropriate protocol, just as s/he would if a scene safety factor was “discovered.”

I hope this answers your question.

Brett: Thank you for your reply to my question.

Gregg:

Thank you so much. That never crossed my mind. And it should have! I have been a paramedic for 17 years. I have caught that emphasis on the word SUDDEn, as the particular complaint you describe is a presenting symptom of clinical significance in relationship to a Suspected Aortic Aneurysm as defined in the Additional Information section of Protocol 5: Back Pain (NonTraumatic or Non-Recent Trauma).

Should the EMD accept the description of the pain as new or updated information and change from Protocol 26, select Protocol 5, and apply Rule 3 in the Case Entry Additional Information Protocol? According to Rule 3 alert patients with back or flank pain and a confirmed diagnosis of aortic aneurysm should be coded as 5-C-2.

Gregg Trapnell

Communications Support Officer (CQI)

Quality Assurance Unit—Clinical Standards Office of the Medical Director

Queensland Ambulance Service

Australia

The reality of games bringing thousands into the region could conceivably raise stress levels at the Parkland County Emergency Communications Center (ECC). After all, a lot can happen over a four-day event featuring 2,800 athletes competing in 21 traditional and not-so-traditional winter sports, including alpine skiing, fencing, judo, synchronized swimming, and wrestling.

“A year ago, Parkland County Mayor Rod Shaigec celebrated the opening of the 2012 Alberta Winter Games office, delighted over the ‘major coup’ for the tri-region and the spotlight the games will put on Parkland County, Spruce Grove, and Stony Plain.

“As we showcase our region as a first-class sport tourism destination, we also have the opportunity to display our proud sense of volunteerism and genuine hospitality,” he penned in the March 2011 Parkland Communicator newsletter. “I am confident the many athletes from across the province competing in these games will not only feel welcomed, they will leave with cherished memories they will hold for the rest of their lives.”

By Audrey Fraizer

Major Coup

Parkland County ECC is second in Canada to achieve fire ACE

By Brett Patterson

Our agency had a call with a Chief Complaint of “I can’t see” and when asked for clarification (“Tell me exactly what happened”) the dispatcher was told that the individual had liposuction that day. The EMD coded it as a 16-A-3 (Medical eye problem). Thoughts?

Joe Tsatsians

Captain

Alpharetta Department of Public Safety

Alpharetta, Georgia, USA

Brett:

I’m writing to you for clarification in regard to Protocol 26: Sick Person (Specific Diagnostic), and have included a scenario to assist you in providing an answer to my question.

Scenarios A caller reports the patient is 80 years old and feeling generally unwell, but has no other identifiable Chief Complaint or any priority symptoms; the EMD selects Protocol 26. At Key Question 3: “Does he have any pain?” the caller said the patient complained of ripping pain in his back between his ribs and hip.

The pain the patient describes is not as commonly associated with a stroke, and should be handled as such. This Chief Complaint selection principle is covered in the STROKE Symptoms list in the A1 section of Protocol 28: “Sudden trouble seeing in one or both eyes.”

Joe:

A patient was simply “feeling generally unwell,” while at the same time the patient was experiencing the classic tearing pain in the flank associated with an aneurysm. Although such pain is not usually masked by a general complaint of feeling ill, it does happen. The critical nature of the suspected underlying issue reveals an important teaching point.

I also want to address your mention of “new or updated information,” which is a commonly misunderstood quality assurance standard term when used in relation to protocol shunting. This standard was in place prior to removal of the difficulty breathing shunt from Protocol 26 and prior to the changing of the chest pain question to the now more obvious question “Does s/he have any pain?” The standard was intended to address several issues when an EMD suddenly learns something significant about the call, usually because a third party caller becomes a second party caller; when something at the scene suddenly changes; or when a patient’s condition is otherwise suddenly clarified. It was not designed to address simple, non-priority additions to a Chief Complaint. The “Does s/he have any pain?” question initially caused some confusion about the standard and the appropriateness of manual shunting.

In summary, it would not be appropriate to shunt from Protocol 26 to Protocol 5 when abdominal or back pain is “discovered” at Key Questioning (not part of the original complaint). However, when a caller reports DLS-defined symptoms clearly associated with a specific protocol, the EMD should manually shunt to the more appropriate protocol, just as s/he would if a scene safety factor was “discovered.”

I hope this answers your question.

Brett: Thank you for your reply to my question.

Gregg:

Thank you so much. That never crossed my mind. And it should have! I have been a paramedic for 17 years. I have caught that emphasis on the word SUDDEn, as the particular complaint you describe is a presenting symptom of clinical significance in relationship to a Suspected Aortic Aneurysm as defined in the Additional Information section of Protocol 5: Back Pain (NonTraumatic or Non-Recent Trauma).

Should the EMD accept the description of the pain as new or updated information and change from Protocol 26, select Protocol 5, and apply Rule 3 in the Case Entry Additional Information Protocol? According to Rule 3 alert patients with back or flank pain and a confirmed diagnosis of aortic aneurysm should be coded as 5-C-2.

Gregg Trapnell

Communications Support Officer (CQI)

Quality Assurance Unit—Clinical Standards Office of the Medical Director

Queensland Ambulance Service

Australia

The reality of games bringing thousands into the region could conceivably raise stress levels at the Parkland County Emergency Communications Center (ECC). After all, a lot can happen over a four-day event featuring 2,800 athletes competing in 21 traditional and not-so-traditional winter sports, including alpine skiing, fencing, judo, synchronized swimming, and wrestling.

“As we showcase our region as a first-class sport tourism destination, we also have the opportunity to display our proud sense of volunteerism and genuine hospitality,” he penned in the March 2011 Parkland Communicator newsletter. “I am confident the many athletes from across the province competing in these games will not only feel welcomed, they will leave with cherished memories they will hold for the rest of their lives.”

By Audrey Fraizer
they’re not working. Non-dispatch volun-
teers, many of whom have never operated
a hand-held radio, will train using a manual
Swedberg said. “My group must know how the entire
transition process,” Swedberg said. “We
needed to move on. So, we picked ourselves up,
brushed ourselves off, and headed in a
different direction.”
Parkland, a once predominantly EMS
dispatch center, forfeited 90% of its business
in the transition. Medical calls had been the
center’s bread and butter. Staff was cut and
the plans to renovate the facility were put
on hold. Swedberg wasn’t about to compro-
mise quality, but she was intent on building
a business model offering a variety of services
attractive to municipal fire and law enforce-
ment agencies.
“It’s competitive,” Swedberg said. “A fire
department might look at three different
communications centers and then make a
choice on the one that best suits its needs.”
The center’s package combines customer
service and protocol with state-of-the-art
delivery—radio equipment, GPS, and com-
puterized mapping. PreQA and AQUA® are
approved for purchase in the 2012 budget.
Dispatchers spend one hour training per
12-hour shift, whether it’s mapping review,
running fire scenarios, or writing in-house
CDE quizzes. The four-member QA team
provides daily, monthly, and quarterly call
case review. In November 2011, Parkland ECC
added another selling point to its pack-
age. Contrary to the majority of first-time
ACEs, the ECC became accredited first using
the Fire Protocol and Parkland is only the
second communications center in Canada
to achieve its fire ACE.
“ACE tells clients that our results are
measurable and consistent,” Swedberg said.
“We comply with industry standards.”
International Academies of Emergency
Dispatch (IAED)’s Associate Director Carl-
lynn Page said an agency’s placing ACE status
in its portfolio is becoming
more and more common and, because of
what an ACE represents, increasingly
landing on an agency’s ‘To-do’ list.
“An ACE is external validation,” Page said.
“A center might know it’s good but the ACE
proves it. Someone outside the center has
applied the stamp of approval.”
Despite the loss, Parkland County
ECC is again thriving. The regional center
provided state and local EMS services
with a dispatch population of 190,000. In addition to the seven fire
departments in Parkland County, the
ECC also dispatches fire for the counties of
Lac St. Anne, Stony Plain, Leduc, Bar-
rchestra and Athabasca, as well as the city of
Spruce Grove and the towns of Westlock
and Whitecourt. The center’s 10 dispatchers are EFD certi-
ﬁed and have also continued to renew EMD
certiﬁcations. In 2011, they sent response to
11,000 incidents and processed more than
58,000 9-1-1 calls. A contract with a Calgary
software company provides monitoring for
employees working alone in field gas and
pipeline positions. Regular dispatch isn’t
affected and Swedberg plans to use the sys-
tem for entry-level dispatch training.
The center’s staff went through a difﬁ-
cult period from the losses associated with
the AHS transition but becoming the sec-
ond in Canada to achieve the distinction
of fire accreditation was something that,
quite frankly, wowed everyone on board.
“The core group that stayed was respon-
sible for the ACE,” Swedberg said. “The hard-
ships of losing colleagues and EMS made the
accreditation even sweeter.”
Sandy Girvan, EMD, EFD-Q, said they
were excited to reach the goal. She started
at Parkland ECC in 2002, shortly before
the arrival of EFD 10 years ago and has not
regretted switching from an ambulance
EMTA position to a job where she is “invis-
ible behind the scenes.” She is a member of
the ECC’s Critical Stress Debriefing team
and one of four on the center’s QA commit-
tee. The committee reviews every 9-1-1 call
requiring free response; Girvan admits
committee members are “very speciﬁc” in
their reviews but they apply the rules equally
across the board. Like everyone else, her calls
are subject to critical analysis.
“We are, we strict,” Girvan said. “We have
to be. We’re the ﬁrst voice people hear dur-
ing the worst times of their lives and we take
great pride in our ability to help them. It is
very fulﬁlling.”

The extent of fire coverage necessary—
and the subsequent responsibility of coor-
dinating a response—took some of the sting
out of the ECC’s loss of EMD services in
2009 when Alberta Health Services (AHS)
changed the provincial system for ground
and air ambulances services. The transi-
tion involved consolidating 35 dispatch
centers into three centers and AHS issued
a Request for Proposals (RFP) for locations
served by for-profit providers. Parkland
County ECC submitted an extensive RFP.
“We later served notice and withdrew
from the transition process,” Swedberg said. “We

When seconds count, we’re here to support you.

In most cases, relying on OnStar-equipped vehicles, we can work alongside
you — guiding you to the scene and connecting you to our subscribers.
We’ll provide crash details, including exact GPS coordinates and a prediction
of any delays. Our EMD-certified OnStar advisors can also offer medical
instructions or patch you directly into the vehicle until your team arrives on
scene. Learn more at onstar.com/publicsafety. Or direct your responses to
EMD@onstar.com or emdradioservices@onstar.com.

Accredited Centers of Excellence

New EMD ACE
154 Hall Ambulance Service Inc.;
Bakersfield, Calif., USA
155 Greenville County EMS; Greenville,
S.C., USA
156 Parastar Communications Center;
Southfield, Mich., USA
EMD Re-ACE
38 Dauphin County Emergency
Management Agency; Steetton, Pa.,
USA

New EFD ACE
19 Parkland County Emergency
Communication Center; Parkland
County, Alberta, Canada

EFD Re-ACE
2 Cy-Fair Volunteer Fire Department;
Houston, Texas, USA

Always (On)
AUSTIN—Operations this past September at the largest public safety answering point in the country’s largest state were like the 50 square miles of the central Texas high plains that surround it—on fire.

“Everything just seemed to catch fire at once, as if the whole region was just kind of exploding,” said Shawn Barnes, 9-1-1 and Emergency Communications coordinator with the Capital Area Council of Governments (CAPCOG).

Inside CAPCOG’s 33 PSAPs, things were spontaneously combusting as well: Calls jumped from a routine 300 or so a day to nearly 2,000 on Sept. 4, 2011. The number jumped to a record 2,549 calls for help as the wildfires raced ahead of almost every attempt to contain them.

“Emergency services have had to deal with the worst wildfire outbreak in Texas history during the hottest weather on record, and they’ve been heroic and cool as cucumbers from day one,” said Texas state Rep. David Swinford.

Totals from the National Interagency Situation Report released in November support Swinford’s claim: 20,635 fires, 3.7 million acres burned, 4,783 structures destroyed—including nearly 3,000 homes—four fire-related deaths.

The monetary loss to agriculture, the logging industry, and to residents displaced or wiped out by the fires is still being reckoned. An estimated 2 million trees were burned in the nearly 5,000 wildfires in Texas in 2011.
Barnes said, noting that “every season is fire season this year.” He said, “It’s not going to stop in its tracks until it’s burned everything in its tracks.”

The Bastrop County wildfires, which became a kind of ground zero for everything that went wrong, started the most destructive group of fires in dry and hot Texas history were the biggest, the worst, and the longest, and the most expensive. They follow their own pattern, and each one is unique, Gardner said.”

With the number of fires, structures lost, miles of fences burned, livestock counted, and wildfire estimated ticked up as automatically as a car’s odometer, “that number didn’t change, which was stunning in a good way,” he said. “It’s still hard to believe that only four people were killed, especially given the scale and duration of the fires.”

A gang of bullies

Wildfires most often start spontaneously and at random, said Linda Moon, Texas Forest Service communications manager. Causes are most often lightning strikes, but fires can be ignited artificially as a car’s odometer, “that number didn’t change, which was stunning in a good way,” he said. “It’s still hard to believe that only four people were killed, especially given the scale and duration of the fires.”

“Like nature itself, wildfires are knowable but not predictable.” — Craig Gardner

from sunlight magnified through discarded pop and beer bottles and other pieces of glass. The fires that by the end of October had become the most destructive group of fires in dry and hot Texas history were started, federal and state investigators believe, by sparks caused when tree limbs touched power lines in a fairly unpopulated section of Austin.

But no answer is definitive. They follow their own pattern, and each one is unique, Gardner said. “How past fires and similar weather and fuel conditions played out in previous fire seasons give only the vaguest clue. Like nature itself, wildfires are knowable but not predictable.”

All you can do

A wildfire is never one fire, but rather a group of them—sometimes a flotilla of them that sail across the tops of trees. When a significant number of fires start to develop its own kind of solar system or central fire and orbital blazes, they’re called a “complex.”

“Things go chaotic pretty quickly out there, and where there isn’t fire, there’s smoke, thick and in the way in all directions,” said Brandon Bancroft, Bastrop County Fire Chief ESD No. 1.

Wildfires are uniquely huge in scale compared to house fires. They tend to grow much bigger before they are corralled or directed toward bulldozed fire lines—wide, shallow trenches clear of any fuel in an attempt to pen the fire in while it burns itself out. Progress is measured in percentage contained of a particular fire or group of fires, rather than in the minutes it takes to extinguish the blaze.

Firefighters can throw on all the water from a lake, drop fire retardant, or try to get it to burn back on itself, and a wildfire just keeps being a living, growing, and moving thing. It’s not going to stop in its tracks until it’s burned everything in its tracks,” Bancroft said. “You try to keep a system to it, and coordinating efforts actually comes off better than you think it will, mainly I think, because everybody is trying to do their best all day and all night long or who knows how long.”

Barnes said it’s a matter of everybody talking to each other, sharing information, and making sure the updates go to where they need to go.

“The truth is there’s really no way to plan how to handle something so massive, you just staff up and do the best you can,” he said.

Texas-size loss and then some

The Bastrop County wildfires, which became a kind of ground zero of what one firefighter called “a conflagration of calamity” between Sept. 4 and the forest service announcement Sept. 22 that the wildfires were 95 percent contained, was the largest of the outbreaks and burned 5,700 square miles since the mid November 2008 fire season began.

“Every statistic, associated with this season is a record of some sort,” Barnes said, noting that “every season is fire season this year.” He said the one big positive that shouldn’t be overlooked—the one that is more telling than any other to me—is the total 50,237 structures saved by quick action and constant vigilance by communications centers and firefighters.

“It might seem kind of a crazy thing to say when these wildfires will go down as the worst of the worst in state history—maybe to the country’s history,” Barnes said. “But, believe it or not, things could have been worse.”

Tinderbox waiting for matches

As bad as things were, they weren’t just a joke, as one displaced and smoke-weary resident showed with a temporary sign outside a convenience store: “Satan called. He wants his weather back.”

The sentiment might be funnier if not for mounting meteorological evidence that the Texas dry spell is as likely as not to reach biblical proportions. Under any scenario and most long-term forecasts, Texas State Climatologist John Nielsen-Gammon said Texas will continue to be like a tinderbox filled with strike-anywhere matches. More than 80 percent of Texas is classified as having “exceptional drought,” the driest ranking on the state’s five-tier scale, according to an alarming assessment by the climatology office. “The worst one-year drought overall for Texas in the last 100 years is also the worst one-year drought at 55.8% of all locations in the state,” said Nielsen-Gammon.

The “hell and no water” conditions that officially began a year ago October caused $5.2 billion in losses for rural farm communities—the greatest seasonal loss on record. Cattle ranchers lost $2 billion; the cotton industry $18 billion. Figures don’t include smaller crops such as alfalfa.

“I’ve been involved in cattle and calf production my entire life, and I have never seen these types of conditions across Texas,” Agriculture Commissioner Todd Staples said in a department news release. “Texans are suffering through the worst one-year drought on record, and this calamity is just getting worse by the day.”

Some of the fuel has been consumed, Nielsen-Gammon said. But the region is the driest ever in history and likely to stay that way, he said. Moisture still forms into rain and comes in heavy
Preparing for the worst

The conflagration of 2011 was actually under way in 2008, the year the Federal Emergency Management Agency (FEMA) released a study warning that an unprecedented era of wildfires could break out in the region and go on for some time.

Emergency preparedness conferences as well as daily situation briefings focused on the fact that from the panhandle to the Gulf wide bands of the mostly rural area seem to be turning back to what they were before the ground was furrowed for crops and plowed with irrigation water—a desert.

Some firefighting agencies did their best to prepare, “but most just planned on the fires happening and when they came, they’d deal the best they could,” said Greg Obeck, Emergency Communications coordinator with the Capital Area Council of Governments (CACOG) in Austin, when asked what could be learned from 2011.

“This was unprecedented fire behavior,” Obeck said, adding that neither local EEC agency nor the 17 federal ones involved managing the incidents had seen anything like it. “No one on the face of this Earth has fought fires like this under these conditions.”

No EMS plan, no matter how sophisticated, could have predicted that on Sept. 4 winds would cause tree branches in two different locations 50 miles apart to come into contact with power lines, showering sparks that would ignite the two biggest fires among the 195 new fires the Texas Forest Service reported in the first two weeks of September.

“Responders under such conditions can only maintain a defensive posture,” said Brian Dale, Salt Lake City Fire Department deputy chief and Accreditation Board chair for the National Academies of Emergency Dispatch. “It’s like a softball in baseball—you can’t know where the ball is going to be hit, but chances are it’s going to be hit. You better know the play if it comes to you.”

Sometimes, nature seems to bring all its heavy-bitters to bat at once.

Montgomery County in the Houston area is a case in point. Two new wildfires and the demand on the call centers are a fraction of the size of the operations in Bastrop. The rigor of knowing that doing twice what you can is a half of what you need multiplies the stress on any emergency response team, said Woodland’s Fire Department Chief Alan Benson.

“Handling wildfires is hectic enough, but fire seasons to come will no doubt stretch the township’s 15 dispatchers thin. Two more dispatchers are being added in this fiscal year, but the additional help won’t likely offset the urbanization of Montgomery County, Benson said. The more homes and neighborhoods are built in rural rangeland or near wilderness areas, the more destructive a wildfire will be.

Earth has fought fires like this under these conditions.”

The Bastrop County Fire Department communications center was inundated by calls due to the manifold effect of wildfires setting off structure fires that in turn set off hundreds of smaller fires—each of which had to be responded to. Dispatchers at the call center in Austin told supervisors of multiple homeowners refusing to leave or stay away from their homes in desperate bids to save what remained.

The number of get-back-to-nature dwellings and housing developments in interface zones severely increased the injuries and personal financial losses—something the Forest Service had been warning planning and zoning agencies about for years.

All the planning in the world, however, will never change the face of response, Barnes said.

“No matter the conditions, no matter how long the drought lasts, no matter how good our communications, no matter what, the job is always going to be to take the calls and get help to where it’s needed most in the most efficient manner.”

Building in the fire zone

Communication, despite the varying frequency problems common surface. “Drought remains our biggest emergency, but you can’t run away from it.”

Benson said. The number of structures in this fiscal year, but the additional help won’t likely offset the urbanization of Montgomery County, Benson said. The more homes and neighborhoods are built in rural rangeland or near wilderness areas, the more destructive a wildfire will be.

A communications center handling emergency service calls regarding wildfires that are averaging 10 to 12 new outbreaks a day. From the list below, please select the term that best describes the level of activity within the main call center:

- a. Unthinkable
- b. Unbearable
- c. Unheard of
- d. Piece of cake
- e. All of the above

The best-calltakers, who no doubt recognize that this is the oldest trick question in the dispatching protocol book, also do not correlate this question with many 9-1-1 calls they’ve taken. Like the list you’re dismissing the salient response/option/detail. The best of the best-calltakers will have already taken the most appropriate action and quickly gone ahead and written in “f.” and next to it, “That depends.”

“That depends” is, of course, both the accurate descriptor under normal public safety emergency response service circumstances. When conditions, however, are anything but normal—let’s say the annual wildfire season has just passed its second autumnal equinox and the entire state is in the middle of the worst drought on record—“f” is clearly the correct choice.

“We haven’t had a whole lot to chuckle about down here, so thanks for that,” said Shawn Barnes, chief coordinator of emergency medical and fire dispatching services in Austin, Texas.

“The interface zones, however, are a middle ground that has become a kind of no man’s land for emergency response jurisdictions. For example, Texas is re-evaluating its interface zones in response to predominantly urban dwellers moving to Wildland Urban Interface areas and bringing with them increased fire risks.”

The normal approach in residential or business fires is to have the blaze knocked down within 30 minutes, Dale said. “Wildfires are long-term engagements to contain and control a fire,” he said. “Many times, communications centers will have set up tents and kitchens before they even start fighting a fire.”

Dale and other firefighting and fire science researchers said “home building in the sticks” or “where the buffalo roam” share the same risk as wildfires.

The Texas Forest Service directs its public awareness campaign at developers and potential residents of interface zones that they are well beyond the reach of fire hoses and the most powerful water cannons. The campaign is strongly encouraging fevers with sprinklers or exteriors plumb with a water source.

According to resident information/education packets distributed in Texas, “the further human habitat encroaches into the natural habitat, the more destructive wildfires will be.”

Lessons Learned

Texas sets bar for handling wildfires

Austin, which one command center supervisor called “the top of the matchsticks” that set the summer of 2011 on fire, tops the list of agency communication disaster coordination plans nationwide and communications center supervisors from sea to shining sea are already incorporating lessons learned in the big state.

A majority of the plans include a reassessment of “interface” zones—the area of terrain where urban and heavy-residential/commercial structures end and the forested or grassland landscape begins. For example, Texas is re-evaluating its interface zones in response to predominantly urban dwellers moving to Wildland Urban Interface areas and bringing with them increased fire risks.

The Bastrop County Fire Department communications center was inundated by calls due to the manifold effect of wildfires setting off structure fires that in turn set off hundreds of smaller fires—each of which had to be responded to. Dispatchers at the call center in Austin told supervisors of multiple homeowners refusing to leave or stay away from their homes in desperate bids to save what remained.

The number of get-back-to-nature dwellings and housing developments in interface zones severely increased the injuries and personal financial losses—something the Forest Service had been warning planning and zoning agencies about for years.

All the planning in the world, however, will never change the face of response, Barnes said.

“No matter the conditions, no matter how long the drought lasts, no matter how good our communications, no matter what, the job is always going to be to take the calls and get help to where it’s needed most in the most efficient manner.”

Building in the fire zone

Communication, despite the varying frequency problems common surface. “Drought remains our biggest emergency, but you can’t run away from it.”

Benson said. The number of structures in this fiscal year, but the additional help won’t likely offset the urbanization of Montgomery County, Benson said. The more homes and neighborhoods are built in rural rangeland or near wilderness areas, the more destructive a wildfire will be.

A communications center handling emergency service calls regarding wildfires that are averaging 10 to 12 new outbreaks a day. From the list below, please select the term that best describes the level of activity within the main call center:

- a. Unthinkable
- b. Unbearable
- c. Unheard of
- d. Piece of cake
- e. All of the above

The best-calltakers, who no doubt recognize that this is the oldest trick question in the dispatching protocol book, also do not correlate this question with many 9-1-1 calls they’ve taken. Like the list you’re dismissing the salient response/option/detail. The best of the best-calltakers will have already taken the most appropriate action and quickly gone ahead and written in “f.” and next to it, “That depends.”

“That depends” is, of course, both the accurate descriptor under normal public safety emergency response service circumstances. When conditions, however, are anything but normal—let’s say the annual wildfire season has just passed its second autumnal equinox and the entire state is in the middle of the worst drought on record—“f” is clearly the correct choice.

“We haven’t had a whole lot to chuckle about down here, so thanks for that,” said Shawn Barnes, chief coordinator of emergency medical and fire dispatching services in Austin, Texas.

“The interface zones, however, are a middle ground that has become a kind of no man’s land for emergency response jurisdictions. For example, Texas is re-evaluating its interface zones in response to predominantly urban dwellers moving to Wildland Urban Interface areas and bringing with them increased fire risks.”

The normal approach in residential or business fires is to have the blaze knocked down within 30 minutes, Dale said. “Wildfires are long-term engagements to contain and control a fire,” he said. “Many times, communications centers will have set up tents and kitchens before they even start fighting a fire.”

Dale and other firefighting and fire science researchers said “home building in the sticks” or “where the buffalo roam” share the same risk as wildfires.

The Texas Forest Service directs its public awareness campaign at developers and potential residents of interface zones that they are well beyond the reach of fire hoses and the most powerful water cannons. The campaign is strongly encouraging fevers with sprinklers or exteriors plumb with a water source.

According to resident information/education packets distributed in Texas, “the further human habitat encroaches into the natural habitat, the more destructive wildfires will be.”

Lessons Learned

Texas sets bar for handling wildfires

A communications center handling emergency service calls regarding wildfires that are averaging 10 to 12 new outbreaks a day. From the list below, please select the term that best describes the level of activity within the main call center:

- a. Unthinkable
- b. Unbearable
- c. Unheard of
- d. Piece of cake
- e. All of the above

The best-calltakers, who no doubt recognize that this is the oldest trick question in the dispatching protocol book, also do not correlate this question with many 9-1-1 calls they’ve taken. Like the list you’re dismissing the salient response/option/detail. The best of the best-calltakers will have already taken the most appropriate action and quickly gone ahead and written in “f.” and next to it, “That depends.”

“That depends” is, of course, both the accurate descriptor under normal public safety emergency response service circumstances. When conditions, however, are anything but normal—let’s say the annual wildfire season has just passed its second autumnal equinox and the entire state is in the middle of the worst drought on record—“f” is clearly the correct choice.

“We haven’t had a whole lot to chuckle about down here, so thanks for that,” said Shawn Barnes, chief coordinator of emergency medical and fire dispatching services in Austin, Texas.

The interface zones, however, are a middle ground that has become a kind of no man’s land for emergency response jurisdictions. For example, Texas is re-evaluating its interface zones in response to predominantly urban dwellers moving to Wildland Urban Interface areas and bringing with them increased fire risks.”

The normal approach in residential or business fires is to have the blaze knocked down within 30 minutes, Dale said. “Wildfires are long-term engagements to contain and control a fire,” he said. “Many times, communications centers will have set up tents and kitchens before they even start fighting a fire.”

Dale and other firefighting and fire science researchers said “home building in the sticks” or “where the buffalo roam” share the same risk as wildfires.

The Texas Forest Service directs its public awareness campaign at developers and potential residents of interface zones that they are well beyond the reach of fire hoses and the most powerful water cannons. The campaign is strongly encouraging fevers with sprinklers or exteriors plumb with a water source.

According to resident information/education packets distributed in Texas, “the further human habitat encroaches into the natural habitat, the more destructive wildfires will be.”
The Wild West
Wind storms buck hard but can’t throw call centers

James Thalman

Big winds are at home on the range of the Western United States, but when communications center Director Tom Norvelle saw a backyard trampoline drifting like a tumbling tumbleweed toward his car the morning of Dec. 1, he thought, “If I see a flying cow, I’m just going to turn around and go home.”

Flying ruminant reports were about the only calls the crew at the Davis County Emergency Services command center in Farmington, Utah, didn’t get that day. Record level gusts made debris of just about anything not anchored down, tipped over growth trees, and picked up everything else and flung it sideways across five states on both sides of the Rockies.

Veteran dispatcher Tanna Dyer, who lives in Farmington and said she hasn’t felt any of the ill winds that morning, for the amount of landscape combed through by the winds, at the point of origin in Davis County, they were strangly narrow, bearing down most fiercely in a 22-mile corridor of eight major canyons in the Wasatch Front. The National Weather Service (NWS) had sent an advisory the evening before that gusts of up to 60 mph were expected the next day.

The first hint Norvelle had that something was going wrong was his normal 1:30 commute route to work was closed. “I knew the back roads in, but I didn’t see any signs of high winds until I reached Kaysville,” a town about four miles north of the dispatch center. “I saw a tree fall over and typhoons. He said he didn’t appreciate the full weight of the emergency until he walked into dispatching well of the center at about 6:45 a.m.

“It was busy times 10,” Bird said, noting that the pace of incoming calls was so fast that he doesn’t remember even shifting in his chair that day. He jokes that he set a kind of personal disaster record of how destructive one can be, and how they can completely take the traveling trampoline nor bovines aloft would have sent Norvelle back home, of course. He is from South Carolina and had seen worse in his day—hurricanes, tornados,

“I thought, ‘If I see a flying cow, I’m just going to turn around.”’ — Tom Norvelle

strangly narrow, bearing down most fiercely in a 22-mile corridor of eight major canyons in the Wasatch Front. The National Weather Service (NWS) had sent an advisory the evening before that gusts of up to 60 mph were expected the next day.

The first hint Norvelle had that something was going wrong was his normal 1:30 commute route to work was closed. “I knew the back roads in, but I didn’t see any signs of high winds until I reached Kaysville,” a town about four miles north of the dispatch center. “I saw a tree fall over and typhoons. He said he didn’t appreciate the full weight of the emergency until he walked into dispatching well of the center at about 6:45 a.m.

“It was busy times 10,” Bird said, noting that the pace of incoming calls was so fast that he doesn’t remember even shifting in his chair that day. He jokes that he set a kind of personal disaster record of how destructive one can be, and how they can completely take the traveling trampoline nor bovines aloft would have sent Norvelle back home, of course. He is from South Carolina and had seen worse in his day—hurricanes, tornados,

strangly narrow, bearing down most fiercely in a 22-mile corridor of eight major canyons in the Wasatch Front. The National Weather Service (NWS) had sent an advisory the evening before that gusts of up to 60 mph were expected the next day.

The first hint Norvelle had that something was going wrong was his normal 1:30 commute route to work was closed. “I knew the back roads in, but I didn’t see any signs of high winds until I reached Kaysville,” a town about four miles north of the dispatch center. “I saw a tree fall over and typhoons. He said he didn’t appreciate the full weight of the emergency until he walked into dispatching well of the center at about 6:45 a.m.

“It was busy times 10,” Bird said, noting that the pace of incoming calls was so fast that he doesn’t remember even shifting in his chair that day. He jokes that he set a kind of personal disaster record of how destructive one can be, and how they can completely take the traveling trampoline nor bovines aloft would have sent Norvelle back home, of course. He is from South Carolina and had seen worse in his day—hurricanes, tornados,
In the 26-mile radius, near Castaic, gusts of 97 mph were recorded, according to a command center report issued in late December. States of emergency were declared in Pasadena, San Marino, San Gabriel, Temple City, Sierra Madre, Monrovia, Glendora, and Arcadia.

Throughout the five-state path of one of the biggest and most powerful winds ever recorded, the storm had a decidedly Scrooge (pre-employment) attitude with Christmas and other holiday ornaments. From Fruit Heights, Utah, to Ventura, Calif., annual lighting, wreaths, displays of nativity on front lawns, and wintertime characters from Frosty the Snowman to Rudolph became bits of debris, picked up and hurled along roadway chain link fences and freeway noise reduction walls.

Near Los Angeles, wind gusts of up to 40 mph were reported, with gusts of up to 80 mph in some canyons. Winds were so strong that Baseline, Calif., firefighters became bit of debris, picked up and hurled away, or ended up piled in windows along roadway chain link fences and freeway noise reduction walls.

Many residents calling 9-1-1 said they felt like a bomb had gone off in their houses, noting a definite sound of something exploding. One resident in the lower foothills said he called 9-1-1 when “something blew up upstairs,” later finding shards of glass of the size of an arrowhead impeded a quarter inch into an upstairs bedroom wall. The winds were likened to Utah’s one and only legitimate tornado that touched down in the heart of Salt Lake City about 14 miles south of where the big winds hit Dec. 1. The F2 tornado hitting the city in 1999 killed one person on its two-mile, 20-minute spree through the historic home district of downtown through the campus of the state Capitol, ripping up dozens of trees that had been planted by the state’s original settlers, before dissipating.

Spinning through shift rotation

On the morning of Dec. 1, three graveyard shift dispatchers were on duty in Farming- lene: Jacobs, Amanda Henderson, and Tiffany Hess. They were heads-up about the gusts but had no idea that starting at about 2 a.m. and continuing for the next 10 hours life outside was going to be off the charts.

As the day shift personnel arrived at work, Bird wrote a week later in an assessment of the event to the sheriff’s office, it was obvious from the bluster of call activity inside the center that the winds outside were in high gear. “Those traffic was overwhelming and constant,” he said.

The activity was at such a pace that although duties were being handed over at the four consoles, there wasn’t time to actually log day shift staff off the system. With only three dispatchers scheduled to come in, Jacobs, the graveyard shift supervi sor, offered to stay until a fourth arrived.

Calls came piling in at more than 300 per hour. Norvelle stepped in to handle calls for dispatching wrecker to semi and vehicle rollovers, most of which had been knocked over by the single gust that was locked

“’I still can’t believe no one was seriously hurt.’ – Tom Norvelle

unofficially at 120 mph. Bird took police and medical, Dyer handled fire department calls. Amy Bruch and Lori Boucher from the communications center Director Tom Norvelle has been the calm in a storm. For all weather directors, March/April 2012. "That’s the worst one of all,” Bird recalled. "This was easily the second worst for me. But this is the only one that just completely wreck me. When I got home, l just sat in a chair and stared at the wall. After about a half hour my wife said, ‘Aren’t you at least going to take your coat off?’”
OnTrack

Version Update

MPDS v12.2 features navigational changes to Case Entry and PAIs

By Cynthia Murray and Dave Ogden

Medical Priority Dispatch System™ (MPDS) version 12.2 is a minor version update designed to quickly implement critical, life-saving measures prior to the release of version 13. Adhering to International CPR guidelines, version 12.2 is designed to decrease the time from the discovery of cardiac arrest to “hands-on-chest,” creating an effort to relieve an airway obstruction in the patient before attempting ventilations. Though the instructions are already familiar to the EMD, the reordered pathway may require some review prior to taking calls as the pathway differs slightly per protocol (especially Protocols C and Yc).

2. Protocol C and Yc changes

• Panel 2 on both protocols has been retilted from “Check Airway” to “Position Patient.” Additionally, the instruction changes affect the pathways the EMD should follow, whether directed automatically through ProQA software or manually flipping through the printed card set. This issue of the Journal will enhance the implementation of why featured changes have been implemented.

Changes to Case Entry & affected protocols

1. DLS Links to ABC-1

New DLS Links have been added to the Case Entry Protocol for “Suspected MEDICAL Arrest” and “Hanging/Strangulation/Suffocation (INEFFECTIVE BREATHING and Not OBVIOUS DEATH).”

As of this change, Protocol 9 has been modified to handle primarily OBVIOUS DEATH or EXPECTED DEATH situations rather than initially reported “suspected workable arrest” patients. Therefore, the original Key Question 1 “(Appropriate ≥1)” has been removed from this protocol and reworded as an instruction on Panel 1 of Protocols B, C, Yb, and Yc to begin CPR instructions, when necessary, by attempting to locate a defibrillator. This question is obviously not provided on Protocols B or Yc because a defibrillator is not appropriate for use on infants less than one year old.)

Other revisions to Protocol 9 include specific Defibrillator Pathway Instructions (PDI) for the separate situations of either “OBVIOUS DEATH unquestionable” or “EXPECTED DEATH unquestionable,” placed ahead of “Suspected Workable Arrest” instructions. These enhancements provide a more direct pathway for the EMD to address each situation.

2. New ECHO determinant

A new ECHO determinant for “Person on fire” (7-E-1) has been added after Case Entry Question 3 as an added measure to provide life-saving instructions sooner. This addition not only allows a response to be given earlier in the protocol, but the new coordinating PDI provides critical instructions to help the person on fire before responders arrive. “Tell her/him to stop running, drop to the ground, cover her/his face, and roll around. If water is available, douse her/him with it immediately until the fire is completely out.”

If water is not available, the PDI also instructs the caller to “Get a blanket, rug, or large jacket and use it to wrap her/his body around the person.” Both of these instructions are also located in the Additional Information of Protocol 7: Burns (Scalds)/Explosion (Blast).

Key Question on Protocol 9, discussed earlier. The placement of this instruction allows the EMD to go directly to PAIs from Case Entry while still immediately attempting to locate a defibrillator for patients who may benefit from its use (age ≥1).”

2. Wording changes

Throughout these PAIs, the word “ground” has been replaced by “floor/ground,” providing an alternative when referring to the patient’s position (e.g., Panel B2: “Lay her/him flat on her/his back on the floor/ground and remove any pillows”). This alternative distinction allows the EMD to choose the more appropriate word for the situation.

Throughout these PAIs, the word “ground” has been replaced by “floor/ground,” providing an alternative when referring to the patient’s position (e.g., Panel B2: “Lay her/him flat on her/his back on the floor/ground and remove any pillows”). This alternative distinction allows the EMD to choose the more appropriate word for the situation.

• Panel 4 on the list of “Ventilations 1st condition no longer lists “Under 18 years old” due to recent research establishing that cardiac arrest patients below age 18 must benefit from compressions first when no other listed conditions apply. The previous condition “Unconscious Choking” has also been removed from this list as these patients are now handled on the new UC pathway, as shown by the new
“Unconscious Choking (UC)”. purple director on Panel 4.

- On Protocol C only, a new situational instruction has been added to Panel 5: “Place your hand on her/his forehead, your other hand under her/his neck, then tilt the head back.” This instruction is initially provided on Panel 3, but Panel 2 now directs the EMD to bypass Panel 3 for a “Not Breathing” patient. Thus, the new head/neck positioning instruction provided on Panel 3 is only required if not already given.

- The “Compressions 1st” pathway now provides more specific instructions and verbiage for the EMD to direct multiple rescuers, affecting Panels 11 and 12. Due to the strain of a single rescuer continuing numerous chest compressions, the CEI on Panel 12 advises the EMD to “Prepare the caller to very quickly switch places with the rescuer after 200 compressions or if fatigued” and provides brief instructions on how to receive each new rescuer. This new panel necessitated renumbering and adjustments to Panels 6-12.

- Tilt removal pathway

On the Tracheostomy/Stoma Protocol—Ya, Yc—the Panel Director on Panel 13a (Panel 14a in Yc), “Remove Trach Tube,” now directs the EMD to Panel 5 (Panel 6 in Yc) to give compressions instructions directly after the trach or stoma tube has been removed from the patient. After compressions, the EMD will direct the caller to attempt ventilations again, now through the patient’s hole.

Changes to Protocol F: Childbirth-Delivery

The changes to Protocol F are less extensive than the other PAIs and include only minor wording changes and three new panels of instructions for a mother experiencing SERIOUS bleeding/cramping or the baby's or the mother's hips and legs as to whether the caller should hold the baby to the mother's breast or feed the baby to the mother's breast. The wording of the first instruction on Panel 37 has been universally changed from “bleeding (cramping)” to “bleeding/cramping” as these conditions are better read as equal alternatives rather than a clarification.

- The wording changes

  - The phrase “bleeding (cramping)” has been universally changed to “bleeding/cramping” as these conditions are better read as equal alternatives rather than a clarification.

- The wording of the first instruction on Panel 6 has changed slightly from “As the baby delivers, support the baby’s head and shoulders and hold the hips and legs firmly” to “hold its hips and legs firmly” to avoid any confusion as to whether the caller should hold the baby’s or the mother’s hips and legs firmly.

- On Panel 35 “Without holding on the cord” has been added to the instruction “to put the baby to the mother’s breast to feed.” The EMDSs need to instruct the caller to be cautious when handling the umbilical cord to prevent straining or tearing while putting the baby to the mother’s breast. (This wording is also used in the same instruction on the new Panel 37)

New Panels & Instructions

- New Panels 37–39 contain additional instructions to help control SERIOUS post-partum bleeding or cramping when the mother has not yet delivered the placenta (afterbirth).

On Panel 37, the EMD advises the caller to put the baby to the mother’s breast to feed similar to the existing instruction on Panel 35, just referenced. If the baby is feeding, the EMD is directed to give more explanation on Panel 38: “Okay. Breastfeeding triggers hemorrhage and cramps. It can be difficult to research a breast obstruction in the patient before attempting compressions. To be considered for CDE credit, this answer sheet must be received no later than 04/30/13.

7. The condition “Unconscious Choking” has been removed from the “ventilations 1st” list on C-4 and Yc-4.

- The new instructions for multiple rescuers have been added to the “Compressions 1st” pathway because:
  - d. “hands-to-neck.”
  - e. “Use a team approach.”
  - f. “Hands-on-chest.”
  - g. “Hands-on-chest.”

- The instructions for multiple rescuers have been added to the “Compressions 1st” pathway because:
  - a. more patients require compressions first.
  - b. the heart can only receiver/consent on this pathway.
  - c. continuing numerous chest compressions can cause fatigue for a single rescuer.
  - d. it is possible to have multiple rescuers for compressions-1st patients.

- The new phrase “bleeding (cramping)” has been universally changed to “bleeding/cramping” as these conditions are better read as equal alternatives rather than a clarification.

8. On the Tracheostomy/Stoma Protocols—Ya, Yc—the Panel Director on Panel 35 “Without holding on the cord” has been added to the instruction “to put the baby to the mother’s breast to feed.” The EMD needs to instruct the caller to be cautious when handling the umbilical cord to prevent straining or tearing while putting the baby to the mother’s breast. (This wording is also used in the same instruction on the new Panel 37)
Elevator Escalator

Vertical Response
Elevators can pose danger at any level

For elevator passengers in apartment buildings and high-rise shopping malls, prevention could be as simple as watching your feet. Almost half of these fatalities are due to failure of the elevator shaft, and the other half occurred as a result of being caught between the elevator and the shaft wall. As reported by the U.S. Labor Department’s Census of Fatal Occupational Injuries, “The underlying causes of the fatal incidents may be due to one of several defects or malfunctions, such as in the wiring, pulley systems, door operation, or improper maintenance procedures.”

Injury and death
The chances of dying in an elevator accident—particularly when not related to a construction job—are rare, considering the numbers. ConsumerWatch.com, a database that monitors product safety news, reports an estimated 900,000 elevators in the United States, each serving an average of 20,000 people per year. The majority of these elevators are within commercial, retail, or residential properties with an average rise of 40 feet (four to five floors). An elevator averages about five people per trip and, collectively, elevators make 18 billion passenger trips nationwide per year, according to the same source.

But accidents do happen. On Dec. 14, 2011, a 41-year-old woman was crushed to death in a Midtown Manhattan office building when the elevator suddenly ascended before the doors were completely closed. Officials said it appears that the woman’s foot got caught in the gap between the elevator and the lobby floor, sending her tumbling forward. At that point, the elevator lurched upward with its doors still open, trapping her between the elevator and the shaft wall between floors.

One week earlier, on Dec. 7, 2011, a 26-year-old nurse was stuck between floors and her shoes got caught in the elevator gap. She tried to escape by falling down the shaft. But her boots, still stuck between the car and the lobby floor, severed her legs. She was rushed to the hospital but died from her injuries.

In what USA Today called “the biggest elevator catastrophe in history,” at least 200 people died inside the World Trade Center’s 198 elevators on the morning of Sept. 11, 2001. Some people plunged to their deaths after the hijacked jets crashed into the building, severing elevator cables. Others burned to death as flames shot down shafts. As the building collapsed, others died while trapped inside stalled elevators.

Primary elevator types and malfunctions
As described by ConsumerWatch.com, there are three primary types of elevator malfunctions: varying in size and capacity, from large passenger and freight elevators to smaller elevators designed for use by people with limited mobility and accessible for people with power plants.

No matter the type of elevator, the mechanical defects—rather than typical error—are all very similar: pulley system malfunction, open shaft, faulty wiring, incomplete repairs, unbalanced leveling, or a wiring malfunction due to heat.

Elevator rescue
An initial concern is the type of emergency necessitating an elevator rescue—fire in the building or a malfunction.

When a building’s smoke alarm is activated, the National Fire Protection Association (NFPA) code requires bringing elevators to a designated floor (usually the lobby) to ensure that nobody is left in an elevator. A dangerous, though unusual, elevator malfunction may cause the elevator to travel to the floor of the fire, exposing occupants to intense flames. Elevator shafts may also allow some smoke to enter the shaft, causing possible smoke inhalation for passengers inside.

In an elevator entrapment situation, the long-established and safest approach is to call for help and leave people inside stalled elevators until professionals can perform rescues. In the case of entrapment, extraction of trapped occupants can be difficult, considering the dangers of the elevator’s design. After all, entrapment, as defined on Protocol 56 of the FPDS®, is “a situation involving prevention of escape in which there is an increased threat of injury, illness, or death to a person.”

Firefighters arriving on scene might find the elevator trapped between floors, a loss of electrical power that leaves the space dark and without ventilation, and passengers that might be in shock or in need of medical care. Compounding the problem may be an elevator feature or equipment produced by several manufacturers.

The multitude of factors involved in elevator rescues requirescalltakers to find out whether any passengers are on board, the status of the passengers (whether contact has been established), and the number or name of the elevator and its exact location.

FPDS Protocol 56
Passenger safety issues are prioritized as the initial Key Questions of Fire Priority Dispatch System (FPDS) Protocol 56 Elevator/ Escalator Rescue:

KQ 1: Is there anyone in/trapped by the elevator? a. (Yes) How many? b. (Yes) Is there any contact with the people?
KQ 2: Is anyone sick or injured? a. (Yes) How many?
KQ 3: What is the exact location of the elevator?
KQ 4: What is the best entrance of the elevator?
KQ 5: Is there anyone outside the elevator?
KQ 6: What is the best escape access?

Response arrives
Rescue procedures could include moving the elevator, forcing open the doors after the power is restored.

By Audrey Fraizer

Rarely a day goes by without most of us stepping inside an elevator, pressing the button to the intended floor, and, if anyone else is traveling in the same small space, either avoiding eye contact or bantering with the other passengers about the weather or traffic. It would be safe to venture that few worry about the elevator suddenly ascending or descending, other passengers about the weather or traffic.

Would these things do happen and, perhaps, be fatal? According to the National Fire Protection Association’s (NFPA) code requiring bringing elevators to a designated floor (usually the lobby) to ensure that nobody is left in an elevator. A dangerous, though unusual, elevator malfunction may cause the elevator to travel to the floor of the fire, exposing occupants to intense flames. Elevator shafts may also allow some smoke to enter the shaft, causing possible smoke inhalation for passengers inside.

In a rescue (entrapment) situation, the long-established and safest approach is to call for help and leave people inside stalled elevators until professionals can perform rescues. In the case of entrapment, extraction of trapped occupants can be difficult, considering the dangers of the elevator’s design. After all, entrapment, as defined on Protocol 56 of the FPDS®, is “a situation involving prevention of escape in which there is an increased threat of injury, illness, or death to a person.”

Firefighters arriving on scene might find the elevator trapped between floors, a loss of electrical power that leaves the space dark and without ventilation, and passengers that might be in shock or in need of medical care. Compounding the problem may be an elevator feature or equipment produced by several manufacturers.

The multitude of factors involved in elevator rescues requirescalltakers to find out whether any passengers are on board, the status of the passengers (whether contact has been established), and the number or name of the elevator and its exact location.

FPDS Protocol 56
Passenger safety issues are prioritized as the initial Key Questions of Fire Priority Dispatch System (FPDS) Protocol 56 Elevator/ Escalator Rescue:

KQ 1: Is there anyone in/trapped by the elevator? a. (Yes) How many? b. (Yes) Is there any contact with the people?
KQ 2: Is anyone sick or injured? a. (Yes) How many?
KQ 3: What is the exact location of the elevator?
KQ 4: What is the best entrance of the elevator?
KQ 5: Is there anyone outside the elevator?
KQ 6: What is the best escape access?

Response arrives
Rescue procedures could include moving the elevator, forcing open the doors after

By Audrey Fraizer

Rarely a day goes by without most of us stepping inside an elevator, pressing the button to the intended floor, and, if anyone else is traveling in the same small space, either avoiding eye contact or bantering with the other passengers about the weather or traffic. It would be safe to venture that few worry about the elevator suddenly ascending or descending, other passengers about the weather or traffic.

Would these things do happen and, perhaps, be fatal? According to the National Fire Protection Association’s (NFPA) code requiring bringing elevators to a designated floor (usually the lobby) to ensure that nobody is left in an elevator. A dangerous, though unusual, elevator malfunction may cause the elevator to travel to the floor of the fire, exposing occupants to intense flames. Elevator shafts may also allow some smoke to enter the shaft, causing possible smoke inhalation for passengers inside.

In a rescue (entrapment) situation, the long-established and safest approach is to call for help and leave people inside stalled elevators until professionals can perform rescues. In the case of entrapment, extraction of trapped occupants can be difficult, considering the dangers of the elevator’s design. After all, entrapment, as defined on Protocol 56 of the FPDS®, is “a situation involving prevention of escape in which there is an increased threat of injury, illness, or death to a person.”

Firefighters arriving on scene might find the elevator trapped between floors, a loss of electrical power that leaves the space dark and without ventilation, and passengers that might be in shock or in need of medical care. Compounding the problem may be an elevator feature or equipment produced by several manufacturers.

The multitude of factors involved in elevator rescues requirescalltakers to find out whether any passengers are on board, the status of the passengers (whether contact has been established), and the number or name of the elevator and its exact location.

FPDS Protocol 56
Passenger safety issues are prioritized as the initial Key Questions of Fire Priority Dispatch System (FPDS) Protocol 56 Elevator/ Escalator Rescue:

KQ 1: Is there anyone in/trapped by the elevator? a. (Yes) How many? b. (Yes) Is there any contact with the people?
KQ 2: Is anyone sick or injured? a. (Yes) How many?
KQ 3: What is the exact location of the elevator?
KQ 4: What is the best entrance of the elevator?
KQ 5: Is there anyone outside the elevator?
KQ 6: What is the best escape access?
**CDE Quiz Mail-In Answer Sheet**

Answer the last two questions on this form. A photocopy of the answer sheet is acceptable, but your answers must be original.

We will process altered sizes.

A CDE acknowledgement will be sent to you. (You must answer both of the 10 questions correctly to receive credit.)

City and mail your completed answer sheet along with the $5 non-refundable processing fee to:

The National Academies of Emergency Dispatch
139 East South Temple, Suite 200
Salt Lake City, UT 84111 USA

Attn: CDE Processing
800-447-5867 Ext. 2061 399-6816 FAX

Please retain your CDE acknowledgement for future reference.

Name _________________________________

Organization _____________________________

Address _________________________________

City ____________________________ St./Prov.

Country _____________________________ 2P

Academy # _____________________________

Daytime Phone _____________________________

E-mail _________________________________

 PRIMARY FUNCTION

Public Safety Dispatcher (check all that apply)

- [ ] ___________  Medical ___________  Police
- [ ] ___________  Paramedic/EMS/Firefighter
- [ ] ___________  Comm. Center Supervisor/Manager
- [ ] ___________  Training/G Coordinator
- [ ] ___________  Instructor
- [ ] ___________  Comm. Center Director/Chief
- [ ] ___________  Medical Director
- [ ] ___________  Commercial Vendor/Consultant
- [ ] ___________  Other

**ANSWER SHEET FIRE**

March/April 2012

CDE Quiz: 35.0 CDE Units

**YOU MUST BE FIRE CERTIFIED TO TAKE THIS QUIZ.**

Answers to the CDE quiz can be found in the article “Vertical Response,” which starts on page 32.

Take this quiz for 14 CDE units.

**1.** How many people are killed in elevator and escalator accidents each year in the United States?

- [ ] 15
- [ ] 30
- [ ] 50
- [ ] more than 100

**2.** What is the ranking of construction elevator installers and repairers in relation to work-related deaths of all construction trades?

- [ ] second
- [ ] fourth
- [ ] sixth
- [ ] last

**3.** For elevator fatalities in office buildings or places of employment, the greatest percentage of deaths occur during:

- [ ] installation or repair
- [ ] work performed in the shaft or car
- [ ] performance of work adjacent to the elevator.

**4.** Collectively, how many passenger trips do U.S. elevators make annually?

- [ ] 2.5 million
- [ ] 10 million
- [ ] more than 100 million

**5.** When a building’s smoke alarm is activated, the National Fire Protection Association (NFPA) code requires bringing elevators to a designated floor to ensure that nobody is left in an elevator.

- [ ] true
- [ ] false

**6.** The multitude of factors involved in elevator rescues requires dispatchers to find out:

- [ ] whether any passengers are on board
- [ ] the status of the passengers.
- [ ] the number or name of the elevator and its exact location.
- [ ] all of the above

**7.** Which one of the FDPS Protocols addresses elevator entrapment?

- [ ] Protocol 54
- [ ] Protocol 58
- [ ] Protocol 56
- [ ] Protocol 62

**8.** The initial Key Questions in this protocol involve:

- [ ] a. passenger safety.
- [ ] b. elevator location.
- [ ] c. manufacturer’s instructions posted inside the elevator.

**9.** The safest place for a trapped passenger is inside the elevator.

- [ ] true
- [ ] false

**10.** In response to the events of Sept. 11, 2001, NFPA revised its code to include:

- [ ] stairway use only evacuation plans.
- [ ] operationally shutting down both escalators and elevators in case of an emergency.
- [ ] fortified elevators that firefighters (and, in some cases, occupants) can use in an emergency.

**SPECIAL NOTICE:**

Mail-in answer sheets must be received no later than May 31, 2012. A postage stamp is worth 12 CDE units toward fulfillment of the 35.0 CDE Units mail-in requirement. Please mail your completed answer sheet in the envelope included. Insufficient postage will void your submission. Please retain your CDE verification for future reference.

**Use Code H29 for Discounts!**

For Commercial Vendor/Consultant

- 35.0 CDE Units

- $5 non-refundable processing fee (to be included with answer sheet)

- Envelope expires 04/30/13

- Mail to:

Attn: CDE processing

The National Academies of Emergency Dispatch
139 East South Temple, Suite 200
Salt Lake City, UT 84111 USA

Attn: CDE processing
800-447-5867 Ext. 2061 399-6816 FAX
Children like action. They like shiny things. Kids are captivated by the robot,” Souder said. “This was one of those times we saw a greater opportunity for education and talked to the kids about 9-1-1,” Souder said.

For scheduled community outreach events, Souder sends a five-foot, tall remote-controlled cell phone called Telly. DSPC’s official mascot and human companion (the voice behind the controls) travel throughout the county teaching audiences the proper use of 9-1-1.

“Kids are captivated by the robot,” Souder said. “They ask a question and they get an answer. He’s the star of the show.” If robots and speakers aren’t in your budget there are less costly alternatives for spreading awareness of appropriate 9-1-1 use. While the national coalition doesn’t offer program-specific funding, members have built up an arsenal of educational resources. Graphic files, templates, educational materials, signage, banners, and other materials are available for download at www.know911.org.

Other resources are available by searching the Internet, including educational resources printed for Spanish-speaking callers. For example, the National Fire Safety Council, Inc. (NFSC) offers a bilingual (English/Spanish) fire safety manual inviting children to learn and to use the telephone in an emergency. More information is available from the NFSC site at http://nfsc.org/index.php/educational-materials/911.

The State of Washington Emergency Management Division offers a card that instructs the Spanish-speaking caller on how to place a 9-1-1 call for help and a Spanish translation of the brochure “Is Your Cell Phone Causing a 9-1-1 Crisis?” The materials are free for download at www.emd.wa.gov/911/publications/911_pumbed_for_county.html.911 for Kids (http://www.911forkids.com/) and Comcast (http://security.comcast.net) also offer a plethora of materials free from their sites.

No matter the route chosen, the impor-
Mobile Data Terminal Features: KQs can now be sorted and assigned a color while short answer text (shown on right) truncates the text for responders to skim quickly.

ProQa Paramount features

- Determinant Codes, definitions, and suffixes have been added to clarify and enhance the Key Questions, Critical EPD Information, and Other Information sections related to weapons or violence are now formatted in red to emphasize scene safety, and the caller's scene safety questions have been condensed for quicker interrogation.

New Key Questions, Critical EPD Information, and Additional Information sections have been added for handling possible child abductions or sexual assault incidents based on recommendations from the National Center for Missing and Exploited Children (NCMID).

Among these changes, calltakers will notice new Description Essentials items, Determinant Codes, definitions, and suffixes that have been added to clarify and enhance the protocol.

ProQa Paramount features

- Some of you have already slipped into the luxury seats of a ProQA Paramount test drive. This new version of ProQA enhances the user's experience by incorporating long-requested features:
  - Automatic updates—through XLerator™ server software
  - Failover capability—even when all servers go down
  - Expanded, re-opening text fields—for added ease in entering, editing, and reading description information
  - Smart PIDs—which display only the applicable instructions for each case
  - Cursor priority—which allows the user to designate which response code should be used when multiple determinants are recommended

Best of all, these improvements are incorporated without the need of a dongle on each workstation. ProQA Paramount software can now be installed on a central XLerator server that will provide access to each licensed workstation in the communications center. Setting changes can be done on one machine and then applied to all workstations the next time ProQA is restarted. This single-dongle efficiency requires less maintenance and configuring, less error, and less headache overall.

A speed-driven calltaker can also appreciate a new feature that allows agencies to pre-define standard abbreviations for certain frequently-asked description items such as vehicle color, gender, hair color, etc. Some CAD systems are built to recognize these abbreviations and may automatically send the descriptions to local, regional, or national crime databases to search for matching data such as vehicle license information or suspect names, without further effort from the calltaker.

ProQA Paramout—CAD features

Responders, too, benefit from software updates. The ProQA Paramout—CAD interface has also been modified to improve the appearance of the data transferred from the dispatcher to the Mobile Data Terminal Screen. This means responders can now easily skim through the essential descriptions of suspects, vehicles, and safety considerations while traveling to the incident or while in pursuit of a suspect.

First, the transmitted data has been divided into six main question types that can each be assigned a color, e.g., safety questions formatted in red, for easier recognition. The CAD also sorts the transmitted data and only displays what is deemed pertinent or important. For instance, for the Key Question “Were weapons involved or mentioned,” an answer of “Yes, a gun” would be more important to a responder than “No.”

Finally, ability to select Short Answer Text (SAT) has been built into ProQA Paramout. This allows an agency, with the assistance of its CAD, to select text that has been dramatically shortened to “cut out the fluff” as Shawn Messinger, Priority Dispatch police consultant, said. Lengthier sentences such as “The suspect/person responsible is on scene” have been replaced by “Sus on scene.”

“It reflects how responders in the field would really talk,” Messinger said.

Sneak peak

Though each version of the protocol is deemed “perfect” again, Priority Dispatch police consultants are already excited to begin working on the next version of the PPDs. A few of their considerations deal with revising Protocol 131: Traffic/Transportation Incident (Crash), adding an “Active Assailant/Shooter” Protocol, and enabling smart-party and smart-timing functions on ProQA Paramout.

By Jolene Thornton

I was introduced to Deputy Kevin “Kev” Sieker in the summer of 2006 soon after I started working at the Putnam County (Ohio) Sheriff’s Office communications center. His quiet demeanor made me nervous until getting to know his keep-your-cool and laid-back kind-of-guy personality. He might be quiet but he was always easy to talk to and friendly.

My shift on June 23, 2013, started like any other shift (It was a dark, stormy evening…). Dispatcher Tonya Anstutz and I were having a steady but enjoyable night, answering calls involving traffic stops and paper services, and the occasional 9-1-1 pocket dial.

The shift was close to over when Kev, Unit 14, signaled 86 (traffic stop) in the Village of Vaughnsville. My partner ran the vehicle registration, which showed the owner, who was driving, had a warrant out of a neighboring county.

While Tonya worked to confirm the warrant and set up the exchange with the other agency, I received a 9-1-1 call from a woman complaining of extreme pain as a result of a fall in her driveway. I paged EMS and continued talking to her while trying to verify the address she reported but I couldn’t find it in the system. I asked the responding deputy to circle the area in an attempt to find her at about the same time I heard Kev’s voice come across the radio.

“14 Putnams!”

“Go ahead 14, 14 Putnam,” Tonya answered.

“I need the fire department at 382 Findlay,” he said, and then “14 Putnams! Get me some help! I have elderly in the building! FULLY ENGULFED, HURRY!”

Everyone on duty hearing Kev’s traffic knew the fire was bad.

Without losing my connection to the 9-1-1 fall victim, I zoomed to Kev’s location on our map. Tonya was typing the call into CAD and preparing to page fire. I turned to her and said, “It’s Kalida fire!” As she paged Kalida, the mobile EMS unit found my fall victim, allowing me to disconnect and assist Tonya.

Our Protocol assumes automatic mutual aid in all structure fires and, from the sound of panic in Kev’s voice, we were going to need the help of several departments. Tonya paged Columbus Grove and Ottoville fire; Columbus Grove, Kalida, and Ottoville EMS were dispatched for possible victims.

Deputies were en route to assist Kev, and his brother Brian, Unit 36, who was sergeant on duty that night, came across the radio.
"36 to 14, the fire department is en route. We're just west of Grove. Just stay out of the building if it's fully engulfed."

Tonya pulled into the street but parked as far away as possible from the cars, fire trucks, and EMS squads lining the streets. It was raining outside and we walked over to a group of firefighters. We asked about Kev. A firefighter removed his helmet; we didn't know what to expect until turning in the direction he pointed.

There stood Kev. We ran over to him. I put my hand on his shoulder. Tonya hugged him. Kev was his usual quiet, collected self.

Our 9-1-1 coordinator, who's also an EMT, walked over to us.

"Good job girls," he said. Kev took this call hard, despite his heroes of going into the burning home and, ultimately, saving the lives of a woman and boy. A man inside the home didn't make it out.

There was nothing Kev could have done differently. He was a hero. We're lucky to have him on our team.

So far, this is my most memorable time in dispatch, although I'm sure there will be many more to come. I look up to Kev; he's one of the bravest individuals I know. He made a difference.
Follow Your Dreams
Dispatcher takes center stage outside of comm. center

By Heather Darata

It took prompting from a university professor to get Alain Nadro to take his cut-up act on stage as a professional comedian. Nadro, an EMD at Urgences Santé in Montréal, Québec, Canada, has always enjoyed making people laugh—so much so that he participated in improv comedy in high school and college. But he wasn’t ready to become a headliner in front of hundreds of people until one of Nadro’s university professors in the Human Resources program he was working toward gave him the courage he needed to make a switch in his schooling.

“I had the chance to go audition for a big role in a big series in Canada,” Nadro said. “Boom. I had the part. That was a big show—more than one million people watched it each week. But his acting career didn’t end after finishing Casino. He’s appeared in movies including Bumrush, inspired by real events that took place in Montréal, which premiered in Canadian theaters in April 2011 Nadro was on the movie set during the day for more than a month, leaving to go work nights at the dispatch center. Bumrush received two Genie nominations and nominations and prizes from the Maverick Movie Awards and the Los Angeles New Wave International Film Festival.

He also had “an amazing experience” working as a photo double on the set of Mirror Mirror, a Snow White movie starring Julia Roberts as Evil Queen. The movie will be released in April 2012.

His coworkers are very supportive of what he does, switching shifts when he has a conflicting show or shoot and attending his performances. Although Nadro has trouble catching enough sleep, he wouldn’t give up the opportunity he has in 2012 to open for comedian Sugar Sammy and whatever else may come his way in the future.

“It’s all about energy and the focus on your dream,” Nadro said. “You find a way to do what you got to do. I’m very blessed.”

NENA 2012
June 9-14, Long Beach, CA

THE CAN’T-MISS PUBLIC SAFETY CONFERENCE OF 2012
FEATURING 90+ SESSIONS ON TODAY’S HOT TOPICS

• Future Proofing Emergency Communications Networks
• Next Generation 9-1-1
• Broadband Essentials
• Emergency Management
• Funding Public Safety Networks
• Geographic Information Systems
• Education & Training
• Alarms, Sensors, & Medical Devices
• Text Messaging
• Social Networking & Emergency Response
• Accessibility
• Vehicle & Personal Telematics
• Federal & State Policy Issues
• Staffing & Retention
• Stress & Morale
• Bullying & Generation Differences

• Keynote by Iraq War vet, Dancing with the Stars winner J.R. MARTINEZ
• CUTTING-EDGE EXHIBIT HALL with 120+ providers of emergency communications products and services
• Opportunities to NETWORK AND CONNECT with your peers and public safety, communications, and technology industry leaders
• FULL-DAY COURSES AND WORKSHOPS for in-depth exploration of the big issues facing 9-1-1
• 40-hour NENA CENTER MANAGEMENT CERTIFICATION PROGRAM

www.nena.org/nena2012
When Elisha Gray and Alexander Graham Bell were in the heat of patent wars, others were debating the contribution a music telegraph or its predecessor—a talking wire—might provide to the civilized world.

A musical telegraph exposition held in Chicago in February 1875, and attended by Gray, treated invited guests to the popularity of the device. Graham Bell was there, too, also invited, but swung away on business. A reporter asked Gray what his contribution a music telegraph or its predecessor—a talking wire—might provide to the civilized world.

Gray, treated invited guests to the popularity of the device. Graham Bell was there, too, also invited, but swung away on business. A reporter asked Gray what his invention needed. Complementary equipment—such as relays and switchboards—provided the telephone into businesses and homes, creating a market demand for people and resources.

In 1902, the New York Telephone Company started a telephone school exclusive to girls since boys proved to be complete failures at the job, acting like “lunatics engaged in a game of fox and geese.” During its first year, 2,000 girls, most with a high school education, were accepted from the 17,000 applying for a program that charged no fees, paid every student $5 a week, and guaranteed jobs in the phone service at graduation.

Student operators practiced answering calls in an average of three seconds and, once gainfully employed, were never to call express rides to their destination. Those who succeeded were amply rewarded. The Bell Company subsidiary in New York City served hot drinks at no cost to the operators. The Bell system in Monticello, Ill., provided divans and cozy chairs for quiet nights, 48,000 cans of condensed milk, and 140 barrows of sugar. The Bell system in Burlington, Iowa, seconded the idea. “We believe the telephone can be adopted for police service, burglar alarms, messenger service, and to connect public schools, public offices, and in a great many other ways had a wide and useful field of public service.”

By the turn of the century, the telephone was commonplace in police work and at fire stations, and city wires in business districts were being connected in businesses and homes, creating a market demand for people and resources.

An innovative design by the Rocky Mountain Bell Telephone Company in 1902 for Salt Lake City municipal services centralized operations to a single switchboard. The operator used a speaking tube connected to the engine room to announce the location of the fire. The captain in turn announced the location to the department in a process that “would do away with any possibility of mistake” in locating the fire. The police operator connected the despatcher to calls requiring an officer or patrol wagon.

In Springfield, Ill., a centralized switchboard and quick-thinking operator was credited with thwarting a robbery. According to local news, operator Mary Hunter set the telephone bell in the Oskarnam Bank to ringing following an explosion she suspected came from the building down the street from the telephone station. The continued buzz of the bank’s bell apparently spooked the would-be robbers into leaving without taking the $15,000 inside the safe. The would-be robbers were never caught. Mrs. Hunter was praised for thwarting their efforts to gain access “to the riches.”

**Telephone Wars**

Controversy delays public calling

Audrey Fraizer

NAED salutes the dispatcher and promotes public education at Navigator 2012. Visit know911.org for free outreach resources for 9-1-1 educators, including:

- Downloadable banners, flyers and posters
- Web banners for use on your agency’s website
- Press release template
- Sample proclamation
- Telecommunicators Week poster
- A guide to using the 9-1-1: The Number to Know Campaign
- and more

A Public Service of the National 9-1-1 Education Coalition
Take The Challenge
Navigator shapes you for dispatch into the future

T
imes sure do change and that’s no more apparent, our profession, than at the annual Navigator conference being held this year in Baltimore, the ‘city of neighborhoods’.

In recent years, the former working-class port city has built a strong reputation from a foundation of diversity spread across 72 federally-designated historic districts (or neighborhoods) and a willingness to set a global example in preserving an historic past while moving into the future.

The city, and its charge ahead attitude, makes this the perfect location for a conference that challenges EPDs, EFDs, and EFDs to continue setting the dispatch pace for the world to follow.

“We are the people others are watching,” said Scott Freitag, National Academy of Emergency Dispatch (NAED). “What we do, how we act, and the leadership we provide should set the standards others want to achieve at their centers.”

Navigator provides just the right mix of information for gaining insight into what’s ahead in your job, police, fire, and medical dispatcher and how to use these tools to your best advantage. The 2012 “Take the Challenge” conference scheduled from April 17 through April 20 at the Baltimore Marriott Waterfront, Md, features a record 98 hour-long educational sessions powered to refresh and motivate the more than 200 attendees anticipated.

“Navigator lets you engage,” Freitag said. “It almost forces you to. You have the space to listen, to learn, and to move ahead in your chosen career.”

New tracks—Next Generation 9-1-1 (NG9-1-1) and Human Resources—join existing tracks that include topics in leadership, management, protocols, motivation, CDE training, quality assurance, stress, Accredited Centers of Excellence (ACE), and technical, certification, and related. “We have created a strong foundation that keeps Navigator in a position to lead the way,” said Freitag.

While sessions highlighting NG9-1-1 might clash with the whole “freedom from interruption” notion, there’s no masking the importance of understanding the influence of NG9-1-1 in terms of both technology and personnel. The four consecutive NG9-1-1 sessions on the first full day of Navigator (Wednesday, April 18) cover the nuts and bolts (costs, training, and quality assurance) and the potential health risks to dispatchers from the barrage of real-time video, text messaging, and cell phone calls and misdials.

“The issue of dispatcher stress in relation to NG9-1-1 has to be central,” said Jim Marshall, who with Jim Lanier will present the session Exploring the Risks of NG9-1-1. “How do you put a policy together without recognizing the implication on personnel?”

The workshop, Marshall said, is not an attack on NG9-1-1, no more than the 60-minute session is meant to raise panic among the front-line dispatchers.

“This is about leadership and assuming the leadership role,” he said. “We want to build an informed base that knows what’s in store and what to do about it before they become a problem.”

Marshall and Lanier anticipate an interactive session, with an audience that acts as the style Navigator promotes. Nothing about the conference says total “gripe session,” although it’s often the discontent that gets the most attention. The second half of the session looks at attitude problems and how to create an environment that cultivates an attack on nG9-1-1, no more than the session Exploring the Risks of nG9-1-1 .

“People come to navigator because they care about their agency and people,” she said. “I’m trying to give them different ways of showing their appreciation.”

Simple morale boosters that improve the workplace can add miles to a dispatcher’s career, influence positive behavior, and are our well-known U.K. co-presenters Tracey Barron and Louise Ganley might say, get the blusters to comply.

Non-complying staff members generally fall into two camps: those who don’t have the skills to comply and those who choose not to, explained Barron, IAED Research Associate Brett Patterson. “But this is rarely non-complying uses can be tackled in ways that don’t diminish the important contributions the individuals do and can make.”

“The session discusses ways of discovering the weakness and then utilizing their talents and working with them in a differentiated way,” Barron said. “The second half of the session looks at attitudes problem and how to create an environment that cultivates an effective and meaningful attitude in staff through reducing shame, promoting learning from mistakes, talking about group behavior, and mixing learning cultures.”

Sessions devoted to the Protocols range from their application in specific situations to the importance of call processing times. A panel of experts with clinical, research, technical, certification, and related backgrounds will host the annual and informal Q&A free-for-all.

“We usually have a few topics on hand to generate questions if the audience is initially shy,” said IAED Academics and Standards Associate Brett Patterson. “But this is rarely necessary. We get into great discussions.”

Other sessions will cover continuing dispatch education, improving morale, building an ACE profile, consolidation, and—back to where we started—technology.

Ross Rutschman will give his best shots for getting fired via Facebook; Chip Hlavacek will provide the ins and outs of ProQA Paramount; and Don Robinson will describe a start-to-finish course on using simulation to enhance dispatch.

The educational emphasis and the variety of topics are the big draw, said Jaci Fox, a certified quality assurance specialist on the Quality Assurance Team at the Medicine Hat Regional 911 Communications Centre in Alberta, Canada. And just like this year’s theme “Take the Challenge” emphasizes, Navigator reawakens the determination of dispatchers.

“People come back motivated, and eager to be part of the solution,” she said. “The workshop, Marshall said, is not an attack on NG9-1-1, no more than the session Exploring the Risks of NG9-1-1 .”

A final note: Don’t forget the ‘other stuff’ Navigator offers. Keynote speakers will open and close the conference, and in between there will be the Dispatcher of the Year Award, ACE presentations, introduction of the Communications Manager (CCM) course graduates, lots of time to stroll the exhibit hall, and an evening party at the Rock Star Lounge featuring the band Millennium.

Leadership Award networking is always in the spotlight with those attending Navigator reawakens the determination of dispatchers.

“We keep building and improving on the past because that’s what people want,” said Conference Coordinator Claire Colborn.

“We have created a strong foundation that keeps Navigator in a position to lead the way for others to see.”

“The educational emphasis and the variety of topics are the big draw, said Jaci Fox, a certified quality assurance specialist on the Quality Assurance Team at the Medicine Hat Regional 911 Communications Centre in Alberta, Canada. And just like this year’s theme “Take the Challenge” emphasizes, Navigator reawakens the determination of dispatchers.

“People come back motivated, and eager to be part of the solution,” she said. “The workshop, Marshall said, is not an attack on NG9-1-1, no more than the session Exploring the Risks of NG9-1-1 .”

A final note: Don’t forget the ‘other stuff’ Navigator offers. Keynote speakers will open and close the conference, and in between there will be the Dispatcher of the Year Award, ACE presentations, introduction of the Communications Manager (CCM) course graduates, lots of time to stroll the exhibit hall, and an evening party at the Rock Star Lounge featuring the band Millennium.

Leadership Award networking is always in the spotlight with those attending Navigator reawakens the determination of dispatchers.

“We keep building and improving on the past because that’s what people want,” said Conference Coordinator Claire Colborn.

“We have created a strong foundation that keeps Navigator in a position to lead the way for others to see.”

“The educational emphasis and the variety of topics are the big draw, said Jaci Fox, a certified quality assurance specialist on the Quality Assurance Team at the Medicine Hat Regional 911 Communications Centre in Alberta, Canada. And just like this year’s theme “Take the Challenge” emphasizes, Navigator reawakens the determination of dispatchers.

“People come back motivated, and eager to be part of the solution,” she said. “The workshop, Marshall said, is not an attack on NG9-1-1, no more than the session Exploring the Risks of NG9-1-1 .”

A final note: Don’t forget the ‘other stuff’ Navigator offers. Keynote speakers will open and close the conference, and in between there will be the Dispatcher of the Year Award, ACE presentations, introduction of the Communications Manager (CCM) course graduates, lots of time to stroll the exhibit hall, and an evening party at the Rock Star Lounge featuring the band Millennium.

Leadership Award networking is always in the spotlight with those attending Navigator reawakens the determination of dispatchers.

“We keep building and improving on the past because that’s what people want,” said Conference Coordinator Claire Colborn.

“We have created a strong foundation that keeps Navigator in a position to lead the way for others to see.”
Fire Priority Dispatch System™ v.5
The most advanced Fire Dispatching System. Unleashed.

Highlights of v.5 ProQA® & cardsets:
- Incorporates the National Academies of Emergency Dispatch’s® newest fire protocols
- Faster dispatch points
- New Pre-Arrival Instructions
- New protocols
- More than 40 new determinant descriptors

EnRoute Emergency Systems
Booth #302

EnRoute Emergency Systems is proud to highlight the next generation of computer-aided dispatch software that brings live video feeds into dispatch centers to enable a real-time view of traffic and road conditions within a customer’s jurisdiction from over 8,000 transportation department traffic cameras deployed nationwide.

EnRoute Dispatch provides access to TrafficLand’s traffic video cameras that operate on major roadways around the country. By merging TrafficLand’s live streaming video with EnRoute Dispatch, the delivery of live traffic conditions into dispatch centers is highly reliable and completely seamless.

EnRoute Dispatch is built with the latest programming technology for dependability and speed. Leveraging the power of .NET and SQL technology, EnRoute Dispatch delivers unmatched reliability and unlimited scalability to meet the evolving needs of any agency.

New features also include text messaging capabilities for expanded emergency services, use of public maps within dispatch, more effective data sharing between local, state, and federal agencies, and highly configurable mapping with real-time data and agency-specific information. Dashboards provide an up-to-the-minute view of dispatch operation and performance, and key performance indicators help to keep all informed.

For more information, visit www.enroute911.com, call 813-207-6951, or send an e-mail to info@enroute911.com.
IRONHORSE E Series chairs and other 24/7 seating options.

750E will support a user up to 325 pounds.

periods of time. The anatomically contoured cushions are engineered for maximum memory, zero pressure points and a high backrest design. Both seats contain an adjustable lumbar support to ensure comfortable seating for prolonged intensive Seating line, the 500 and 750 E Series.

We'll help you hit one out of the park!

Booth #512

For more information, visit www.globalsoftwarecorp.com

Booth #201

Top products to see on the Xybix booth:

• Complements the releases of PDD$ v4.1 and MPDS® v12.2

• Dual height-adjustable work surfaces – the proven combination of sitting and standing increases alertness and reduces the risk of injury.

• Focal depth adjustment – patented by Xybix, Rolliesision® allows the focal depth adjustment of all workstation monitors with one motion.

• OnStar works with First Responders to provide exact GPS location and communication to those in a crash.

Automatic Crash Response in OnStar-equipped vehicles has built-in sensors that can automatically alert an OnStar Advisor if there’s been a crash. Even when the occupants can’t respond, OnStar Advisors work with 9-1-1 personnel to provide the vehicle’s exact GPS location to help direct them to the scene. EMD-Certified OnStar Advisors can provide emergency medical dispatch instructions to subscribers until first responders arrive. Emergency responders can also be conferenced into the vehicle to speak directly with the injured while OnStar relays helpful crash information. We understand details help you save lives. And like you, we’re committed to helping people when they need it the most.

More information about OnStar can be found at onstar.com/publicsafety

Booth #308

Watson Dispatch

Watson Dispatch pioneered the concept of 24/7 console furniture and after 25 years continues to innovate. The Synergy™ family of consoles offers the unique Total Comfort System™ and comprehensive wire management. Our new Synergy 3.0 features tactical and transparent segmented options, hard surface end panels, and fully vented technology enclosures. Visit our booth to learn more about our NEW products, RELAY, ZONE and our new Depth Adjustment Assembly!

The Synergy™ family of consoles offers the unique Total Comfort System™ and comprehensive wire management.

Dual height-adjustable work surfaces – the proven combination of sitting and standing increases alertness and reduces the risk of injury.

Universal compatibility for Center, Linear, and Full Lift consoles.

A robust slide and castor mechanism that accommodates the need for substantial monitor arrays.

A center position handle for ease of reach that may be installed high or low for user preference.

Step-up to the ProQA Paramount plate and visit the website at www.prioritydispatch.net or call Client Services at 800-363-9127. We’ll help you hit one out of the park!

Booth #512

ProQA Paramount

Every time Just Changed in Call taking

After intense research and development, Priority Dispatch® announces the release of ProQA Paramount, a major breakthrough in the user experience and performance of the 25-year-old workhorse software used by professional communications centers worldwide. Paramount delivers new major features while retaining its familiar interface and usability.

Here are some of Paramount’s power-packed features:

• Single server side dongle creates quick access for all licensed workstations

• IT server level setting changes push to all workstations

• Lower maintenance, higher efficiency, decreased configuration time, and reduced errors

• Failover capability—even when all servers go down

• Expanded, re-opening test fields—for added ease in entering, editing, and reading description information

• Smart PTDs—which display only the applicable instructions for each case

• Cursor priority—calltakers choose which response code to use in multiple determinants situations

• Translation engine—which switches from one language to another language without rebooting the system

• Complements the releases of PDD$ v4.1 and MPDS® v12.2

Step-up to the ProQA Paramount plate and visit the website at www.prioritydispatch.net or call Client Services at 800-363-9127.

For more information, visit www.prioritydispatch.net or call Client Services at 800-363-9127. We’ll help you hit one out of the park!

Booth #405

OnStar

Watson Dispatch® announces the release of ProQA Paramount, a major breakthrough in the user experience and performance of the 25-year-old workhorse software used by professional communications centers worldwide. Paramount delivers new major features while retaining its familiar interface and usability.

Here are some of Paramount’s power-packed features:

• Single server side dongle creates quick access for all licensed workstations

• IT server level setting changes push to all workstations

• Lower maintenance, higher efficiency, decreased configuration time, and reduced errors

• Failover capability—even when all servers go down

• Expanded, re-opening test fields—for added ease in entering, editing, and reading description information

• Smart PTDs—which display only the applicable instructions for each case

• Cursor priority—calltakers choose which response code to use in multiple determinants situations

• Translation engine—which switches from one language to another language without rebooting the system

• Complements the releases of PDD$ v4.1 and MPDS® v12.2

Step-up to the ProQA Paramount plate and visit the website at www.prioritydispatch.net or call Client Services at 800-363-9127.

For more information, visit www.prioritydispatch.net or call Client Services at 800-363-9127. We’ll help you hit one out of the park!

Booth #412

Xybix

For over 20 years, Xybix has provided innovative, industry leading furniture solutions for the problems faced by Dispatchers, Technicians and Communication Center Managers. Xybix’s workstations comply with recent ergonomic standards, helping users achieve their best performance in a mission critical environment. Unique features not found elsewhere include:

• End-to-end cable management – no more cords hanging down and getting unplugged.

• Dual height-adjustable work surfaces – the proven combination of sitting and standing increases alertness and reduces the risk of injury.

• Focal depth adjustment – patented by Xybix, Rolliesision® allows the focal depth adjustment of all workstation monitors with one motion.

• Open Footwell Space – Go ahead and stretch out! There are no computers under your workstation.

• Ergonomic Reach Zones – the unique design of Xybix workstations keeps everything within reach, making your job easier!

• GreenGuard Indoor Air Quality – Xybix’s workstations have been indoor air quality tested giving Dispatchers a clean healthy environment to work.

• Xybix prides itself in being the industry leader in ergonomic furniture and continues to innovate for better Form, Function, Health, and Performance.

For more information contact Xybix at www.xybix.com, info@xybix.com or 1-800-788-2810

Booth #312

IronHorse Seating™

IronHorse Seating™ division of United Group, Inc. today announces the latest additions to the IRONHORSE 24/7 Intensive Seating line, the 500 and 750 E Series.

Born out of the heavy equipment industry, the IRONHORSE E Series 247 chairs are built from the same seat uppers that are tried and tested in the harshest of industrial applications. The 500E is a mid-back design and the 750E features a high backrest design. Both seats contain an adjustable lumbar support to ensure comfortable seating for prolonged periods of time. The anatomically contoured cushions are engineered for maximum memory, zero pressure points and are supported by a robustly welded heavy gauge tubular steel frame with a positively locking backrest. The 500E and 750E will support a user up to 325 pounds.

IRONHORSE Seating™ will be displaying at the Navigator 2012 show in Baltimore. Please visit the booth and try the IRONHORSE E Series chairs and other 24/7 seating options.

For more information, visit www.ironhorseseating.com or call 800-223-7003 ext 2727

Booth #201

Global CAD Dispatch and Inquiry Web Client provides at-a-glance Dispatch information from the conveniences of your internet browser. CAD Web taps into the Global Dispatch System’s Call and Unit information, both current and historical.

The Dashboard is a powerful tool for visualizing dispatch statistics. CAD Web’s Call Lookup provides complete call details, for current and historical calls. The Unit Status display shows ALL units in the system, not just the units that are currently logged on the system. Run reports from CAD Web; view, print or CAD Web enforces the same user-specific security used by Global Dispatch.

This client is fully integrated including all security settings for a Multi-Agency Multi-Discipline Dispatch Center. The Global CAD Web Inquiry Client provides ability for individuals to log into a web browser from a desktop, tablet and phone to view Dispatch Call activity, Unit Status and events as well as searching for closed calls using call searchable filters and the ability to run Call Summary Reports.

The same CAD Web offers Dispatch capability as well!

For more information, visit www.globalsoftwarecorp.com

Booth #312

Global CAD Dispatch and Inquiry Web Client offer your agency the ability to provide real-time information to agency personnel wherever they are!
EnRoute Emergency Systems

With over 25 years of public safety industry expertise and dedication, EnRoute Emergency Systems, an Info™ company, provides reliable dispatch and records management applications trusted by agencies everywhere. In addition, EnRoute provides solutions for mapping/ routing, mobile data computing, and web-based status management, as well as custom interfaces to third-party applications. We also offer AQUA™ quality assurance and improvement data integrity to help your agency WIN THE RACE AGAINST TIME®.

Act now to learn how EnRoute Emergency Systems maximizes responder performance and safety, minimizes duplicate data entry, and preserves data integrity to help your agency WIN THE RACE AGAINST TIME®.

For more information, visit www.enroute911.com, call 813-207-6951, or e-mail info@enroute911.com

Priority Dispatch

Priority Dispatch Corp.™ (PDC™) is the leader in multi-service 9-1-1 dispatch calltaking solutions and is endorsed by the internationally recognized National Academies of Emergency Dispatch®. While many have attempted to provide products and training for communications center calltaking, PDC is the only company to take a comprehensive systems approach. The Priority Dispatch System™ has been in use for over 30 years with substantial, frequent updates. Historical data shows the system reduces the risks to field responders, lowers the cost of emergency services and liability for local governments, and increases the quality of service and citizen satisfaction.

The Priority Dispatch System is available in ProQA® software format, which interfaces with most CAD and phone systems, as well as in a cardset format. We also offer AQUA™ quality assurance and improvement software, training, consulting, and Academy accreditation support.

For more information, e-mail info@prioritydispatch.net, call 800-363-9127, or visit us at www.prioritydispatch.net

TriTech Software Systems

As the industry-leading public safety software company, TriTech Software Systems provides innovative, comprehensive solutions for law enforcement, fire, and EMS agencies. Through its extensive suite of products and sole focus on public safety, TriTech offers a solution for every size and segment of the law, fire and EMS market. The company leverages its extensive public safety experience and expertise to consistently deliver successful results and ensure high levels of customer satisfaction. TriTech is the largest public safety solution provider in America with more than 2,600 clients across the United States and internationally.

For more information on TriTech, visit www.tritech.com

National 911 Education Coalition

The Coalition, a volunteer group of public safety, education and industry stakeholders, supports the nationwide coordinated promotion of National 9-1-1 Education Month and National Public Safety Telecommunications Week, as well as 9-1-1 education and awareness year-round. Visit Booth 416 or know911.org for customizable resources to support 9-1-1 education, including fliers, posters, media materials, and web banners.

For more information, visit know911.org

National Emergency Number Association

NENA serves the public safety community as the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. With more than 7,000 members in 48 chapters across the United States and around the globe, NENA promotes the implementation and awareness of 9-1-1 and international three-digit emergency communications systems. NENA works with public policy leaders, emergency services and telecommunications industry partners, like-minded public safety associations, and other stakeholder groups to develop and carry out critical programs and initiatives; to facilitate the creation of an IP-based Next Generation 9-1-1 system; and to establish industry leading standards, training, and certifications.

For more information, visit www.nena.org

OnStar

OnStar, the leading provider of in-vehicle safety, security and communication services, is exhibiting to educate the First Responder community about the vital and life-saving information OnStar can provide to 911 centers. OnStar provides services to over 6 million subscribers in the U.S., Canada and China, and is available on most GM models for 2012. OnStar offers a comprehensive portfolio of safety services, including Automatic Crash Response, Injury Severity Prediction, Emergency Medical Dispatch, Stolen Vehicle Slowdown and Remote Ignition Block. Working together, we can help to save lives and keep our roadways safe.

More information can be found at onstar.com/publicsafety
THE JOURNAL | March/April 2012

Alert Public Safety Solutions, Inc.

Alert Public Safety Solutions, Inc. is a company that has been built to address the demands and even increasing needs of public safety. As a result, Alert PSS has designed, developed, and implemented a state of the art software solution that allows data sharing at the highest levels of interoperability. We provide Next Gen 911, CAD, Mapping, Records and Report Management, Mobile solutions, and Jail Management. With upgrades and new advancements provided at no additional cost and unique payment options available, Alert PSS is truly a partner in the industry and your final solution.

For more information, visit www.alertpss.com

Atrus, Inc.

What would it be like to have call takers say “I see there’s an AED near you” during a cardiac arrest call instead of “do you know if there is an AED nearby?”

During an SCA event callers in a panic, or unfamiliar environment, don’t know where to look for an AED. Precious time is lost. Using Atrus’ National AED Registry™, the company’s AED Link™ system can instantly identify the whereabouts of nearby registered AEDs enabling the 9-1-1 system to direct callers to the life-saving device. The system also can automatically summon a nearby, trained, citizen responder to the scene with an AED.

The Registry alone can be the foundation for organizing and locating a communities AED locations.

For more information, visit www.atrusinc.com/

Forgé

Be prepared for tomorrow, go Global today!

Our fully integrated suite of products gives frontline responders the critical edge when it matters most, while providing the freedom and flexibility of your own system configuration.

The Global suites include:
- Field Based Reporting
- Vehicle Tracking
- Mobile Dispatch
- Records Management
- Jail Management

Upgrades and enhancements provided at no additional cost. (Be prepared for tomorrow, go Global today!)

For more information, visit www.forgecad.com

Global Software

Innovative Technology for Public Safety

The Global suites include:
- Map-Based Computer Aided Dispatch
- Mobile Dispatch
- Vehicle Tracking
- Field Based Reporting
- Records Management
- Jail Management

For more information, visit www.globalsoftwarcorp.com

Dispetch Products

Dispetch Products has been providing furniture systems to Public Safety Agencies since 1991. All furniture systems are designed to meet ADA requirements and to follow the recommendations of BSR/HFES100 and B.I.F.M.A. Thermal products are UL and CSA approved.

Workstation types include Modular steel modules that bolt together, Non Lift, Corner Lift, Dual Lift and Full Lift B.I.F.M.A. sit-to-stand units. Popular accessories include a second tier surface with thermostat control and Focal Link adjustable focal depth control.

Installation is provided directly or by local service facilities with factory supervision.

For more information, visit www.dispatchproducts.com

Esri

Unlock the spatial component of your valuable data and see your organization’s information from a new perspective. GIS software from Esri enables emergency responders to capture and create an integrated picture of information in the form of interactive maps and reports on the desktop, laptop, handheld, or in the emergency vehicle. GIS allows your personnel to plan effectively for emergency response, determine mitigation priorities, analyze historical events, and predict future events.

For more information, visit www.esri.com

FirstWatch

FirstWatch Dashboards provide real-time views and drill downs into ProQA®, CAD, ePCR and RMS data for situational awareness, data intelligence as well as performance & operational measures, all based on user-defined criteria. Once volumetric trends or geographic patterns are detected, FirstWatch automatically alerts user-defined personnel.

FirstWatch seamlessly interfaces with: ProQA® for EMS, Fire & Law Enforcement, CAD, Patient Care Report (ePCR) data, RMS data and Hospital ED data. FirstWatch can aggregate data from multiple agencies with disparate (or similar) data sources to provide a true real-time, regionalized perspective across geopolitical boundaries. Now LIVE in 91 States & Provinces: www.firstwatch.net

For more information, visit www.firstwatch.net

Law and Order

For 59 years, LAW and ORDER has remained the “go to” publication for top and middle management…offering solutions to the many challenges law enforcement professionals and agencies face today. Whether it’s finding new ways to reduce the number of officers killed in traffic-related incidents; implementing successful strategies for attracting and retaining the best qualified personnel; or learning about the latest advancements to CAD or RMS software, LAW and ORDER delivers it all to our loyal 38,000 readers.

For more information, contact 800-843-9764, Ext 26 or kmoen@hendonpub.com or visit www.hendonpub.com
The mission of the International Critical Incident Stress Foundation, Inc. is to provide leadership, education, training, consultation, and support services in comprehensive crisis intervention and disaster behavioral health services to the emergency response professions, other organizations, and communities worldwide.

CISM is a comprehensive, integrative, multicomponent crisis intervention system. It consists of multiple crisis intervention components, which functionally span the entire temporal spectrum of a crisis. CISM interventions range from the pre-crisis phase through the acute crisis phase, and into the post-crisis phase. CISM consists of interventions which may be applied to individuals, small groups, large groups, families, organizations, and communities.

For more information, visit www.icisf.org

IronHorse Seating™

IRONHORSE Seating™ division of United Group, Inc. is a leading provider of 24/7, intensive use seating solutions for emergency communication and mission critical operations. The IRONHORSE 24/7 intensive use chairs were born out of the heavy equipment and automotive industries. The IRONHORSE chair is a hardcore, purpose built product. From concept to production, focus remained on the industrial environment where these chairs must perform year after year. The IRONHORSE Seating™ products offer best in class and value for a variety of user statures.

For more information, visit www.ironhorseseating.com or call 800-223-7003 ext 2727

Keystone Public Safety, Inc.

Keystone Public Safety has been in the public safety market providing dispatch software applications to meet the needs of police and fire departments nationwide since 1988.

Keystone’s staff is a technically oriented group of professionals who understand the complexities of automating public safety agencies. Clients range in size and scope of application uses, from sites integrating only a few systems users in a single location, to large multi-jurisdictional, multi-agency sites with numerous remote locations.

Keystone authors its application software products using knowledge gained first hand from each new client and installation, and with continuing input from our active users associations.

For more information, visit www.kps.com

Logistic Systems, Inc.

Logistic Systems, Inc (LogSYS) specializes in Computer Aided Dispatch, Police/Fire/EMS Records Management Systems, Mobile Office, Mobile mapping, with industry leading dynamic routing algorithms to ensure quickest response to emergencies. As a Tier 1 Enterprise Solutions provider for the Public Safety sector, LogSYS’ primary emphasis has been on providing fully integrated Geographical Informational Systems (GIS) into our Computer Aided Dispatch (CAD) and Records Management System (RMS) product lines. LogSYS is committed in bringing advanced technology to the Public Safety marketplace. LogSYS employs an open-architecture approach that allows our customers the flexibility to meet today’s ever-changing interoperability needs.

For more information, visit www.logisys911.com

National Academies of Emergency Dispatch

The NAED is a non-profit, standard-setting organization promoting safe and effective emergency dispatch services worldwide for 30 years. Comprised of three allied Academies for medical, fire, and police dispatching, the NAED supports first responder-related research, unified protocol application, legislation for emergency call center regulation, and strengthening the emergency dispatch community through education, certification, and accreditation.

For more information, visit www.emergencydispatch.org

National Center for Missing & Exploited Children

Public-Safety Telecommunicators are the first responders for cases of missing and sexually exploited children. Decisions made in screening calls, providing advice to parents, collecting information for patrol officers, and NCIC entry all contribute to the swift recovery of missing children. The National Center for Missing & Exploited Children (NCMEC) provides educational materials, technical assistance, and training to help 9-1-1 Call Centers effectively respond to reports of missing and/or sexually exploited children. Visit www.missingkids.com/911 to learn about the FREE training opportunities available to agencies implementing these best practices pertaining to calls of missing and exploited children. Email 911@ncmec.org with questions.

For more information, visit www.missingkids.com/911
New World Systems

BOOTH #316

For more than 30 years, agencies have trusted New World Systems’ seamlessly integrated Aegis public safety software solution including CAD, Records, Mobile, information sharing and more. For more information, visit www.newworldsystems.com

EXHIBITOR PROFILES

Plantronics

BOOTH #207

Powered by a 50-year obsession with perfecting headsets and backed by a worldwide network of services and support, Plantronics audio devices have earned a sound reputation in mission-critical applications. Plantronics holds the exclusive contract with the FAA for ATC headsets, and is a prime supplier for E911, NASA, DoD, the Armed Forces, emergency dispatch services and first responders.

We design headsets for day-to-day wear in demanding environments and our expertise is used to ensure that every product we build meets the highest standards of quality and reliability.

For more information, visit www.plantronics.com

Priority Solutions Inc.

BOOTH #319

Priority Solutions

We distribute and support a unique, patented software product known as PSIAM™, which integrates into a single call center platform the most widely used nurse triage algorithms and the most widely used emergency ambulance dispatch protocols and pre-arrival instructions software PreQAP. Priority Solutions is a joint venture corporation established by two of the world’s most respected and experienced companies in the field of health care access management: Clinical Solutions, LLC and Priority Dispatch Corporation™ (PDX). For more information, e-mail info@prioritysolutionsinc.com, call 877-355-3270, or visit us on the Web at prioritysolutionsinc.com

Art That Celebrates

BOOTH #506

A company dedicated to honoring all of the “unsung heroes” in communities all across America through the medium of art. Our goal is to recognize everyday people doing extraordinary things on a daily basis, without calling attention to themselves.

The very term “unsung hero” means: a person who makes a substantive yet unrecognized contribution; a person whose bravery is unknown or unacknowledged. This art honors a variety of jobs in the EMS field, including 9-1-1 dispatchers, EMT, Firefighters, Police Officers, Sheriffs, and Soldiers. All of these designs are sold on wooden plaques, made in the USA.

This is our way of saying THANK YOU for the sacrifice made on our behalf.

For more information, visit www.artthatcelebrates.com

VoicPrint International

BOOTH #406

Voice Print International is a leading developer of mission-critical call and radio recording solutions. Since its inception, VPI has been dedicated to expanding the capabilities of digital voice recording. Public safety and government agencies benefit from VPI’s non-proprietary, flexible, software based design. Designed around the familiar, intuitive Microsoft NT/2000/XP operating system and constructed of Commercially Off the Shelf (COTS) hardware, upgrades and maintenance are simple. VPI’s comprehensive capabilities of digital voice recording, Public safety and government agencies benefit from VPI’s non-proprietary, flexible, software based design. Designed around the familiar, intuitive Microsoft NT/2000/XP operating system and constructed of Commercially Off the Shelf (COTS) hardware, upgrades and maintenance are simple. VPI is dedicated to providing its clients with the industry’s most reliable and flexible voice recording solution, saving them precious time, money and, most importantly, giving them peace of mind.

For more information, visit www.vpicatech.com

SAVE Corporation

BOOTH #519

Our E911 systems function in a state-of-the-art reality simulation training arena. We create opportunities for new and seasoned dispatchers to practice “REAL” Procedures & Protocols in a safe and recorded environment. Multiskilling Skills can be evaluated immediately, increasing proficiency, ability and accuracy. Partnerships with several International Certification Agencies make SAVE the best choice.


For more information, e-mail info@911simulators.com, call 866-968-4911, or visit www.911simulators.com

SunGard Public Sector

BOOTH #415

SUNGARD® PUBLIC SECTOR

SunGard Public Sector, a proven leader in government information technologies, provides integrated enterprise-wide software solutions to nearly 2,500 utility companies, government offices, public safety, and municipal agencies. Our innovative software and solutions enable governments to connect their departments, citizens, and businesses with critical information and services.

SunGard Public Sector software suites include OSSI, for the Windows® platform, NaviLine, for the IBM® System i™ platform, and ONESolution. The comprehensive ONESolution product line includes public administration, public safety, and justice and citizen services solutions that are available as either an enterprise-wide solution or as individual, stand-alone product suites.

For more information, visit www.sungardps.com

Watson Dispatch

BOOTH #405

Watson Dispatch pioneered the concept of 24/7 console furniture and after 25 years continues to innovate. The Synergy™ family of consoles offers the unique Total Comfort System™ and comprehensive wire management. Our new Synergy 3™ features tackable and transparent segmented options, hard surface end panels, and fully vented technology enclosures. For more information, please visit www.watsondispatch.com or call 800-426-1202

Xybix Systems, Inc.

BOOTH #412

Over the past 20 years, Xybix has been an innovative leader in providing ergonomic furniture for mission-critical, 24/7 environments. Xybix’s unique, user friendly, ergonomic workstations have top-of-the-line features that include end-to-end cable management, dual height-adjustable work surfaces, simultaneous monitor adjustment for focal depth, and more. Taking an extra step to ensure safe indoor air quality, Xybix’s GreenGuard® Certified furniture creates a clean and healthy work environment.

For better Form, Function, Health and Performance visit booth #412 TODAY!

Call 800.788.2810 or email info@xybix.com for further information!

ZOLL Data Systems

BOOTH #307

ZOLL® offers the RescueNet® suite—computer-aided dispatch, billing, field data collection, records management, crew scheduling, and mobile data software for fire and emergency medical services organizations. RescueNet® is the only fully integrated information management system that allows fire and EMS organizations to manage critical information for maximum performance.

Gather and centralize information, and link the entire pre-hospital chain of events into a single system. RescueNet offers the quickest, easiest way to improve your business and clinical operations.

For more information, visit www.zoll.com

ORDER TODAY-CALL 800-363-9127 or visit www.prioritydispatch.net

THE JOURNAL | March/April 2002 59
Maximizing Responder Performance and Safety

EnRoute's advanced emergency systems seamlessly deliver Priority Dispatch protocols to immediately and accurately equip your responders with the critical data that helps save lives. Agencies coast-to-coast using EnRoute Emergency Systems are benefiting from:

- Incremental seconds gained in the communication of vital information.
- Flexible display of emergency call detail within dispatch, configured to specific agency requirements.
- Live traffic cams and public maps accessible within the dispatch application.
- Industry-leading partnership with Priority Dispatch for unmatched integration.

VISIT US Navigator BOOTH #302

EnRoute
EMERGENCY SYSTEMS
Proud ProQA Certified Provider for Fire, Police, and Medical Protocols

VISIT US ONLINE AT ENROUTE911.COM OR CALL US TODAY AT 813.207.6951