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The National Academies of Emergency Dispatch

THE JOURNAL
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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; 7,445,234. 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. Portions of this periodical come from material previously copyrighted beginning in 1979 through the present.
Jim Marshall
Jim, a certified EMDR therapist (M.A., Clinical Psychology), specializes in 9-1-1 mental health and treatment of traumatic stress. Jim is director of the 9-1-1 Training Institute and co-founder of the 911 Wellness Foundation. Since 2005 he has trained over 2,500 telecommunicators in management of PSAP stress and call-related trauma and in calls involving suicide risk and mental illness. Jim is co-chair of the NENA Working Group on Acute, Traumatic, and Chronic Stress.

Jolene Thornton
Jolene started at the Putnam County Sheriff’s Office in Ottawa, 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 writes about in this issue was her first “big one” as a full-time dispatcher.

Brett Patterson
Brett is Academics & Standards associate and Research Council chair for the IAED. His role involves training, curriculum, protocol standards, quality improvement, and research. He is a member of the NAED College of Fellows, Standards Council, and Rules Committee. Brett began a career in EMS communications in 1987. Prior to accepting a position with the IAED, he spent 10 years working in Pinellas County, Fla.
Some Things Have To Change

Audrey Fraizer, Managing Editor

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

After all, how many miss 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—instead of sending a spell-checked
e-mail, or scrounging through 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 set apart by personality are 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 live. 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 fleeing pointless.

The Journal is no exception in this advancing age of technology. In February, we digital,
offering some of the more popular articles—such as the continuing dispatch education
articles and accompanying quizzes—online and in print. If there's more to tell, the website will carry
the excess.

The printed version of the magazine will maintain the same distinct look and feel and go out
to the same addresses; however, the online version of some of the stories found in print will
provide more detail—interesting stuff that doesn't fit the space of our printed page limit. For example,
James Thalman’s story describing the wildfires raging through parts of the country can
be found in this issue, while other stories he wrote or found through online searches will be posted to our website.

The Journal website can be accessed by visiting www.naedjournal.org. In addition to news,
the online version of the magazine will feature videos, links to research relevant to dispatch, and
interactive media. We have other plans in the making and certainly invite our readers’ suggestions.

Technology does have its advantages, but, as they say, it sometimes takes new ways
of doing things to remember what’s good about the old. There will never be a website
releasing that magical scent of printer’s ink and no digital page that will stand up to the lining
of a birdcage or the wrappings of a fish. Some things you just can’t change.
Welcome Aboard! Navigator Goes East
Baltimore offers venue to the stars

Scott Freitag, NAED President

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 1990 feature film Avalon 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 in Bruce Willis’ Die Hard series; and Silence of the Lambs, the haunting thriller starring Jodie Foster and Anthony Hopkins.

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 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 landed 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 the 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 Foote 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.
Dr. Clawson:  
My question is about Human Factor Engineering in the design of ProQA, and if any science went into the development of 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 enter plus hot keys), etc. This specialized formatting and conventions of the protocol we refer to as the “Protocol Attributes” and includes color links and backgrounds, special icons and symbols, boldings, and font colors. EMDs are taught these things in their certification courses. Since medical protocol is only one out of three (police and fire), they must all be 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 san serif fonts for Latin-based languages as these are better for most on-screen visualization and for 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 software that often restricts the ability to self modify (Windows being one of these). Certain colors, fonts, etc., don’t always look the same when ProQA is portrayed on any one of the 160 CADs (9-1-1 software) systems screens that ProQA is formally interfaced with, running as sub-routine. ProQA has been out since 1991 and there are about 1,600 agencies in 41 countries and 18 languages and dialects involved using the software. As such we have never run into any significant “show-stopper” problems regarding 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

PS. See the various formats of the PAI protocols design and then read the special article in Principles of EMD—4th Edition, page 13.16, 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
Go For The Gusto
Police Protocol offers tools job requires
Shawn Messinger

The Priority Dispatch Protocols™ have been around for more than 30 years and their presence in communications centers so prevalent that it's almost a surprise to find a center that does not use them. With the widespread use of the Medical Priority Dispatch System™ (MPDS®) one might assume that the Police Protocol is an easy sell, so to speak, to the ever liability-conscious law enforcement community. That, however, has not necessarily been the case.

Many calltakers and call center supervisors are apprehensive about using structured calltaking for police calls. Is it the thought of processing 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 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 or very sick individuals puts many in a sort of inert state. They need guidance. A calltaker summed up her apprehension in relation to the medical protocols: "I'm not a doctor. I would not know what to do without the protocols."

Maybe you've had the same thought.

Similarly, most people have a fear of fire, or at least a healthy respect earned painfully. Many calltakers, and cops for that matter, can sum up their knowledge of fire-based incidents reminiscent of a youngster's explanation: Fire is hot, it burns stuff, and water puts it out.

Obviously, there is more to fire than that. Today's firefighters receive extensive training in fire suppression, HAZMAT response, and fire prevention. They have access to life-saving technology and respond to calls directly with the paramedics. It comes as no surprise that telecommu-
Horse Before The Cart
Proper planning can ease transition to NG9-1-1

Jim Lanier & Jim Marshall

Have you ever wondered how managing the “worst” calls affects a Public Safety Telecommunicator’s (PST) mental and physical health? And if the PST is affected by these calls (or the accumulated effect of many such calls) will the PST realize it soon enough to prevent personal damage? (Hint: The effects of stress can be purely physical and occur long after the traumatic events that triggered them).

A 2008 study by Roberta Troxell found a significant number of PSTs showed symptoms consistent with Secondary Traumatic Stress Disorder (STSD). The features of Post Traumatic Stress Disorder (PTSD) and STSD are almost identical. This estimated incidence of STSD is comparable to the rate of PTSD found among our police ranks—and it is drastically higher in PSTs than among the general public.

Troxell found that psychologically PSTs are in fact “on-scene” when they are processing the worst calls. This study should cause us to think very strategically about how to protect our PSTs in the face of current PSAP stressors; the 9-1-1 community as a whole has not yet caught up to these realities in preparing PSTs to work in a safer way mentally within today’s PSAP.

But if it’s true that traditional PST work is already like riding a bareback bronco, we may want to start looking for some saddles and tighten our grip because these health risks may increase drastically in the NG9-1-1 capable PSAP. Specifically, NG9-1-1 will enable real-time video contact from the public and field responders during emergencies, as well as texting, photographs, and other digital data. Undoubtedly, these call features will provide much richer information that can result in heightened response capabilities. But at what cost to the PST?

No one knows what the effects of exposure to callers via real-time video will be—positive or negative. To date, video relay service (VRS) providers are the only call managers with extensive experience of this kind, but there is no research on how their experience has affected their health or performance. Yet, stress research clearly affirms that any factor in 9-1-1 call management and dispatch that increases the PSTs’ experience of intense fear, horror, and/or helplessness will increase their risk of traumatic stress, compassion fatigue, and burnout.

Imagine again the “worst calls,” but this time view the scenes through the eyes of the PST who, via the caller’s iPhone, is now watching a raw streaming video feed at the console monitor as the events unfold. While the dispatcher may experience an enhanced sense of mastery from video when the call works out well, the addition of real-time video exposure could—as we have already stated—increase the likelihood that dispatchers will experience traumatization.

Texting also represents a stress risk for dispatchers because of a format that significantly limits information, including the essential elements of verbal exchange that accompany traditional verbal communication (voice tone/inflection). For example, callers at high risk of suicide struggling with significant ambivalence in choosing death versus life may only provide their addresses and pledge cooperation when they have achieved trust in the dispatcher to assist them non-judgmentally—a condition often only achieved through caring personal exchange with the dispatcher.

Troxell’s research and current knowledge from the field of traumaology (see Lanier, 2008) supports our concerns for the PST and urges us to encourage the 9-1-1 community to join in facing more crucial questions: Will NG9-1-1 create greater emotional labor for dispatchers? How will they be expected to use new video information; and what shared legal liability will the PSAP and the dispatcher assume if video records are summoned to court?

Our goal in asking these difficult questions is not to stir pandemonium and opposition related to NG9-1-1. It is to affirm that “failing to plan” for evidence-supported risks is “planning to fail” should these predictable risks play out in our nation’s PSAPs at great expense personally to our PSTs—and for the public if 9-1-1 operations are compromised by their impaired performance under enormous unmanaged stress.

So then, how do we prepare and plan to get our PSTs ready for the exciting and challenging changes in PSAP dynamics that NG9-1-1 will bring to bear? Stayed tuned to future articles in The Journal addressing the challenges and exploring the psychological impacts of NG9-1-1 related to real-time video, texting, and increased multitasking demand.

Sources
California pays tribute to firefighters who died in service

The names of 30 California firefighters who have died in the line of duty 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 Valerio. 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 job-related cancer.

Heigh-Ho, Heigh-Ho it’s off to a longer workweek I go

Study results released several years ago by the National Institute for Occupational Safety and Health (NIOSH) might be outdone by the results from a similar study conducted eight years later.

But the statistics don’t point to glad tidings. American workers are spending more and more time on the job, with prime-age working couples (two people) contributing nearly four additional months of annual work time since the 1970s.

That’s months, not hours or days. These average annual working hours in the United States exceed the average for Japan and all of Western Europe, except for the Czech Republic and Hungary.

While research into the factors contributing to long hours is limited, the study suggests several possibilities: substituting overtime for new employment and adding technologies that make work impervious to time and geographical boundaries—think laptop computers and cell phones. Employees picked up on a temporary basis to fill in the gaps may work fewer hours but without access to company-provided benefits enjoyed by the overworking full-time staff.

In another light, the possibilities suggest organizational changes companies take to save money and to more successfully compete in the market. The trend is creating a variety of potentially stressful and hazardous situations. Future NIOSH studies will target data collection comparing demands among specific industries and what can be done to protect worker safety and health.

Smartphone app gives snowbound drivers an edge

A Winter Survival Kit smartphone application available for both Android and iOS systems has just about everything a motorist might need if stranded by a storm except, perhaps, a shovel.

The app, developed by students and faculty at North Dakota State University (NDSU), helps you determine geographic location, calls 9-1-1, notifies friends and family, and—get this—calculates how long you can run your engine on the remaining fuel to keep warm while, also, protecting you against carbon monoxide poisoning. The latter feature is achieved through a 30-minute alert system to remind you to turn off the vehicle’s engine and check the exhaust pipe for snow buildup.

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-Lever 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.
Technology carries its share of problems

Pocket dialing (also called “butt dialing”) 9-1-1 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) communications center, and that link opens to a video of a dispatcher listening to muffled sounds of clothes rustling from the telephone smashed into 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 back pockets and purses. For example, the Journal Gazette (Fort Wayne, Ind.) reported that dispatchers in the consolidated Allen County and Fort Wayne (Ind.) communications center received 1,972 hang-up calls from January 2010 to December 2011 that were later determined to be cell phone pocket dials.

According to the Toronto Star (Canada), Toronto police said they receive about 300 pocket dials daily. Officials in the Evanston, Ill., communications center told CBS Chicago that their 9-1-1 center receives roughly 500 accidental calls per month, and they believe the vast majority of those calls are butt dials.

To avoid pocket dialing, the Federal Communications Commission recommends locking keypads 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 case that 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 resolving 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.

Boy Scout comes to the rescue of 9-1-1 signage

Prison lockdowns in Hill County (Texas) comprised the first set of problems delaying a $50,000 project to post 9-1-1 signs

Mission Possible: Cardiac arrest survival odds

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.

For each cardiac arrest call, Slattery can immediately view the dispatcher’s notes and determine whether the victim received dispatcher-assisted chest compressions. “I think it’s so important for our communications specialists to know what an absolutely pivotal role they play in improving cardiac arrest survival,” Slattery said. “Too often our communications centers are hounded on call process—getting off the phone and moving on. What they have to get right 100% of the time is at least recognizing someone is in cardiac arrest or has abnormal breathing and being able to provide instructions to a bystander on starting chest compressions.”

Since deploying the FirstWatch alerts, Slattery said they’ve learned that their communications specialists have little problem giving instructions when a victim is clearly unconscious and not breathing. What communications specialists have more difficulty with is when a victim is agonal, an abnormal pattern of breathing or gasping that usually comes right before death.

“Callers are panicking,” Slattery said. “When we ask ‘Are they breathing?’ and the caller says, ‘Uh, yeah. I think so’ and gives an equivocal response, we found our communications specialists weren’t necessarily recommending chest compressions.”

Using the NAED™ protocol via ProQA® that guides communications specialists through more detailed questions about the true state of respiration, dispatchers have gotten more consistent in knowing when to start giving instructions, Slattery said. “We teach communications specialists, when there’s doubt, err on the side of chest compressions.”

Those measures have helped improve cardiac arrest survival in the Las Vegas area. For witnessed ventricular fibrillation, survival is about 38%, up from 5% in 2008.

“Every time I get that buzz on my Blackberry that I have a cardiac arrest, it keeps it at the forefront of my day,” Slattery said. “I listen to every one. Our communications specialists are heroes. They are doing amazing work. Cardiac arrest is an area where we can do a little bit better.” – Jennifer Goodwin
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 Okaloosa County Sheriff’s Office (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 spoofing 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 their local 9-1-1 centers, promote school teams, or to bail grandchildren out of jail and, in some cases, using 9-1-1 as the caller’s office-based number. According to WHEC News in New York, troopers from the Canandaigua Headquarters say an elderly couple wired $9,000 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 he call them 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 California. The $500 that goes with the award was donated to Nicholson’s charity of choice, Court Appointed Special Advocates (CASA), which trains volunteers to serve as mentors and advocates for abused and neglected children.

Nicholson, of Eureka, Calif., has been a State Farm Insurance agent since 1977 and started a 9-1-1 education program 10 years ago when a fall from a cement truck put him in contact with the 9-1-1 system. His son, who was six years old at the time, told his dad he would have been unsure what to do if his mother hadn’t made the call. Nicholson now spends up to five hours a week in Humboldt County schools giving his presentation and reaches nearly 3,000 kindergarten through second grade students each year.

Nicholson has received a succession of honors over the past two years. In 2010, Nicholson and a nine-year-old boy were honored at the State Capitol in Sacramento for a 9-1-1 call using Nicholson’s instructions about calling 9-1-1 that saved the boy’s mother. In 2011, he received the Citizen Action Award at the E9-1-1 annual honors gala held in Washington, D.C.

Park honors Denise Amber Lee

If planning a trip to Englewood, Fla., it would be well worth your while to stop by the Englewood Sports Complex to see the plaque dedicated to the memory of Denise Amber Lee. The plaque unveiled at the sports complex reads: It was at this playground that Denise would bring her two sons to play. Her family meant more to her than anything. On January 17, 2008, Denise gave her own life to ensure the safety of her children. It is because of her heroism that not only her sons can continue to come here to play, but also their children and all generations to come.

Lee was abducted from her home in North Port, Fla., and her body was later found buried in a shallow grave in an undeveloped area not far from the family’s home. During the several-hour ordeal, there were at least four calls made to 9-1-1, including one from Denise using her captor’s cell phone.

Soon after her murder, Denise’s husband Nathan established a Foundation to push changes to 9-1-1, attributing her death to inefficiencies in the system. Michael King was sentenced to die for killing the then 21-year-old mother of two boys.
The 2011 audit of state-level 9-1-1 funds released by the Federal Communications Commission (FCC) reveals that more states are putting the money where it’s supposed to be going.

According to surveys returned from 47 states and several U.S. territories, 39 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, with 32 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 their funds to support other programs. The funds collected ranged from a low of $61 million in Maine to a high of $203.6 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 $1,468,363 in Guam to a high of $190,239,804 in Pennsylvania. Seven states were unable to report whether the funds were used in connection to 911/E911.

States that reported that they use 9-1-1/E9-1-1 funds for other purposes indicated they use the money collected for a variety of projects, primarily related to other emergency first responder programs. Utah, for example, states an Automated Geographic Reference Center. Four states (Arizona, Illinois, Oregon, and Rhode Island) reported using the money to close the state’s general fund, although Oregon reported that it used only interest accrued on the collected funds.

Rick Galway, National Emergency Number Association (NENA) president, chided the misuse of funds, citing the risks of underfunding the 9-1-1 system.

“Funds the public remits in good faith specifically for 9-1-1 purposes must be used to further 9-1-1’s most basic purpose: to ensure that 9-1-1 callers can quickly be located in emergency situations and receive an effective emergency response,” according to Galway’s statement published on the NENA website. He urged leaders to redirect their funding to the intended uses, such as technological upgrades, to keep the pace of 9-1-1 equal to consumer expectations.

States collect fees at the state level, local level, a combination of the two, or a hybrid approach that allows two or more governing bodies or providers to collect surcharges from customers. Some states control expenditures while others cede the control of funds to local jurisdictions.

Southwest Madison County Volunteer Fire Department (Miss.) received an early Christmas gift in December from American Medical Response (AMR): a retired 1997 diesel engine box-style ambulance that county firefighters will use to transport personnel and equipment to medical emergencies.

Fire department members re-painted and re-lettered the ambulance donated several weeks prior to the official “passing of the keys 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 residents.

AMR is the only ambulance service in Madison County, and the county’s volunteer firefighters provide non-transport emergency medical responders 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 Police Department, Canton Fire Department, and Kearney Park Volunteer Fire Department.

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

Rural firefighters receive early Christmas gift

The five-member U.S. National Transportation Safety Board (NTSB) wants states to ban all driver use of cell phones and other portable electronic devices, except in emergencies. Systems built into cars, like General Motors Co.’s OnStar, and global positioning systems wouldn’t be affected by the ban.

The recommendation, made on Dec. 13, 2011, applies to both hands-free and handheld phones and significantly exceeds any existing state laws restricting texting and cell phone use behind the wheel.

The board made the recommendation in connection with a deadly highway pileup on Missouri roads in 2010 caused by an inattentive driver sending and receiving 11 text messages in the 11 minutes leading up to the crash. Two people, including the driver, were killed and 38 people were injured. Missouri prohibits texting while driving by people under the age of 21.

The NTSB does not have the authority to impose restrictions, and each state would need to adopt the recommendation separately since driver regulations are independent of national law. The board has previously recommended bans on texting and cell phone use by commercial truck and bus drivers and beginning drivers.
Brett:

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 problems). Thoughts?

Joe Tassitano
Captain
Alpharetta Department of Public Safety
Alpharetta, Georgia, USA

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 AI section of Protocol 28: “Sudden trouble seeing in one or both eyes.”

This list, which is relatively new to the Protocol, should be very familiar to EMDs, exactly like the HEART ATTACK Symptoms list accompanying Protocol 10. Just as some patients may not use the exact words “chest pain” when describing the symptoms of acute coronary syndrome, stroke patients sometimes only describe the symptoms of stroke without actually complaining of a stroke. This is especially true with symptoms such as a sudden loss of vision, which is not as commonly associated with stroke as a sudden loss of motor function on one side of the body.

Please educate your EMDs about this important section of the Protocol with emphasis on the word SUDDEN, as the symptoms listed are nearly always associated with STROKE.

The particular complaint you describe is almost certainly associated with a thrombus, which was caused by the recent liposuction procedure, that likely entered the bloodstream and became lodged in an ophthalmic artery, or in an area of the brain that controls vision.

Brett A. Patterson
IAED Academics & Standards Associate
Research Council Chair

Brett:

Thank you so much. That never crossed my mind. That never crossed my mind. And it should have! I have been a paramedic for 17 years. I have caught that on the scene of stroke calls. Before Cincinnati Stroke protocol I would survey the cranial nerves. And vision was one I always used. As an EMD QA officer it went right over my head. I will send this out to our dispatch center today.

Joe

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 directed to do so by Protocol. Such a shunt may happen as the result of
a direct link, as is 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 open-ended 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 3rd 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 pathway, 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 A. Patterson
IAED Academics & Standards Associate Research Council Chair

Brett:
Thank you for your reply to my question. The information will be beneficial to my colleagues and me.

Gregg

By Audrey Fraizer

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.”

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.

Not so, said ECC Supervisor Kerri-Doone Swedberg. ECC operations will go on as always; law enforcement and fire response will not skip a beat. If anything, it’s the volunteer duties that could accelerate anxiety levels. Swedberg is supervising communications from the temporary center the next room over in the same building as the ECC and most of the center’s dispatch staff signed up as volunteer radio and phone clerks while

By Audrey Fraizer

Major Coup
Parkland County ECC is second in Canada to achieve fire ACE
they’re not working. Non-dispatch volunteers, many of whom have never operated a hand-held radio, will train using a manual Swedberg developed from scratch.

“It certainly has been a task to pull this together for four days of games,” Swedberg said. “My group must know how the entire games work, from start to finish.”

The winter and summer games in Alberta, held during alternate years, take on the scope of the International Olympics. A torch rally opens the games and volunteers—an estimated 3,000 for the Alberta games—will direct athletes, coaches, and spectators by the thousands to venues plotted throughout the tri-city region.

Alberta’s snow levels won’t make the job any easier. Historic lows one month before opening ceremonies had team leaders scrambling for alternate sites. “Alberta is known for snow, and we don’t have any,” Swedberg said. “That’s not good for us.”

The dry conditions place a damper not only on the games but the relatively arid winter also signals trouble during the weeks before the spring rain arrives and greenery unfolds. Abundant dry vegetation in the predominantly rural area combined with strong winds and a careless flick of a burning cigarette butt create a perfect mix for fire disaster no matter the fury of Old Man Winter.

History proves it. The county responded to 486 outside fires between April and June 2011. Last year, Parkland County firefighters spent nearly three weeks assisting to control fires that destroyed 40% of nearby Slave Lake and that winter recorded heavier snowfall compared to this past winter.

The extent of fire coverage necessary—and the subsequent responsibility of coordinating fire 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 transition 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 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 80% 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 compromise quality, but she was intent on building a business model offering a variety of services attractive to municipal fire and law enforcement 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 computerized mapping. ProQA 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

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**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**

36 Dauphin County Emergency Management Agency; Steelton, Pa., USA

**73 EMC Emergency Medical Care Inc.; Dartmouth, Nova Scotia, Canada**

**74 New Castle County Emergency Communications; New Castle, Del., USA**

**83 Seaford 911 Communications Center; Seaford, Del., USA**

**124 Mayo Clinic Medical Transport/ Emergency Communications; Rochester, Minn., USA**

**125 Lake Emergency Medical Services; Mt. Dora, Fla., 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
provides daily, monthly, and quarterly call case review. In November 2011, Parkland ECC added another selling point to its package: 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™) Associate Director Car- lyn Page said an agency’s placing ACE status predominantly 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 provides 9-1-1 call response to more than 90,000 phone lines and dispatches 32 fire departments, five law enforcement agencies, animal control services, and public works for more than 60 municipalities in an area covering 22,600 kilometers (14,043 miles) 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, Sturgeon, Leduc, Barrhead, and Athabasca, as well as the city of Spruce Grove and the towns of Westlock and Whitecourt.

The center’s 10 dispatchers are EFD certified 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 system for entry-level dispatch training.

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 EMT-A position to a job where she is “invisible behind the scenes.” She is a member of the ECC’s Critical Stress Debriefing team and one of four on the center’s QA committee. The committee reviews every 9-1-1 call requiring fire 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.

“OK, we are strict,” Girvan said. “We have to be. We’re the first voice people hear during the worst times of their lives and we take great pride in our ability to help them. It is very fulfilling.”
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.

Fires Gone Wild
Wildfires test, strain, temper center’s resolve

James Thalman
The communications and command centers supervisors didn't need to see the numbers on call logs to know they had a world-class disaster on their hands. If wildfires were classified or came with a force ranking like earthquakes, hurricanes, and tornadoes, this would have been The Big One, the Katrina, a fire tsunami that instead of coming in hard and fast, rippled out from their epicenter near Austin and across the terrain, sometimes swinging through the treetops faster than trackers in pick-up trucks could keep up.

“Wildfires are an altogether different nature-related disaster,” said Craig Gardner, who studies the nature of wildfires at the University of Texas in Austin. “Wildfires hit and then lead a wild goose chase in every direction, and call centers, especially at first, send out emergency crews in pretty much the same manner. It’s not the way it’s planned, but that’s the way it is.”

The scale of the Texas fires was so big and their destructive force so massive and simultaneous, that the federal government declared Texas a disaster area well before the fires had taken their historic toll.

Thousands of fire and EMS professionals from local, state, and federal public safety agencies showed up and stayed. From the first responders from the night of Sept. 4 when the wildest, biggest fires erupted, moved quickly to keep people and structures out of harm’s way, even though high winds often made plotting the fires anyone’s guess.

The number of homes lost in one month eclipsed the number of homes normally burned in a decade. Call center supervisors and front-line firefighters stayed on the move. One team of perimeter assessors put 10,000 miles on their pick-up truck in two weeks. However, it was a single-digit in the daily briefings report that became the most closely watched entry for the communications center: Number of fire-related deaths—4.

“That’s the big, important number to any public safety person,” Barnes said.

With the number of fires, structures lost, miles of fences burned, livestock counted, and wildlife 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 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 sig-
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.

“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 2010 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 in 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 past 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
sheets, but a good percentage of it that doesn’t dissipate in flash floods simply evaporates in the heat waves coming off the parched surface. “Drought remains our biggest emergency, but you can’t call 9-1-1 for that.”

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 arid region seem to be turning back to what they were before the ground was furrowed for crops and plumbed 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.

“No one on the face of this Earth has fought fires like this under these conditions.”

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 shortstop 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-hitters to bat at once.

Montgomery County in the Houston area is a case in point. The scale of both the fires and the demand on the call centers are a fraction of the size of the operations in Bastrop. The rigors of knowing that doing twice what you can is half of what you need multiplies the stress on any emergency response team, said Woodlands 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.
A communications center is 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 no doubt correlate this question with many 9-1-1 calls they’ve taken: Like the list, they are missing 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—“d.” 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.

“When you’re working twice as hard twice as long to knock down the most-destructive fires in the driest dry spell in state history, you do what you always do—all that you can,” Barnes said.

“We like to think that with even all the acres and property burned, things could have been worse without a lot of people doing a lot of things right,” he continued. “That the weather outside and the pace of work inside is cooled down to 10 or so new fires a day, that might not be a piece of cake, but it’s certainly like getting a breath of fresh air after the summer we’ve had.”

Austin, which one command center supervisor called “the top of the matchstick” 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 interface zones, however, are a middle ground that has become a kind of no man’s land for emergency response jurisdictions. Bridging the gap are technological advances in communications centers allowing responders, regardless of agency and preferred radio signal, to instantaneously communicate through one switchboard, said Brian Dale, Salt Lake City Fire Department deputy chief and Accreditation Board chair for the National Academies of Emergency Dispatch.

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 range 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 fences 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.”
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, "I 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 old-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 the winds had been hanging her garage door like a kettle drum most of the night, encountered a Porta-Potty on the loose on her way to work—a sight she'd never encountered in her 17 years at the dispatching console. The scene caused Dyer to make a short, somewhat scatological but totally accurate prediction of how the day was likely to roll out. The 60–80 mph gusts that had been knocking everything around all night were just half the speed they were clocked at around 10 a.m.

"Canyon winds are common around here," Dyer told The Journal during an interview Dec. 19. "But this was something different, something in a class by itself."

They were hurricane class, to be exact, not to mention the most destructive in modern memory. Between 9 a.m. and 2 p.m. Mountain Time, record-breaking gusts of 102–120 mph had left windrows of flattened fences, over-turned semi-trucks, downed power lines, giant shards of siding and roof shingles, and general havoc from Utah through Nevada, Wyoming, and California. By the end of the day, at least eight cities between the Salt Lake City, Utah, area and Los Angeles, Calif., had declared local states of emergency. Damage totals were still being calculated in January but were bumping $1 billion region-wide.

Dee Bird, another Davis County veteran dispatcher and the shift supervisor on that blustery Thursday after Thanksgiving, only heard about such giant windstorms. That day, he said he felt the full force of how destructive one can be, and how they can completely take over a day's work.

"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—12 hours straight with one bite of pizza to eat and not one bathroom break. "My wife called to tell me the power was out at home and I just had to hang up on her," Bird said.

The Wild West
Wind storms buck hard but can't throw call centers

James Thalman
Norvelle, who lives 12 miles north of the center, hadn’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 strangely 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 I-15 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 onto another three that also fell over.” Neither 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, tornadoes, 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 extremely busy when I got here,” he said. “I remember thinking I had never seen so much activity at any one time. I remember also feeling extremely grateful that I had the most experienced crew I could have hoped for scheduled that day. That was really lucky.”

The source of that busiest of days, the NWS noted mid-morning, was something called a “high-pressure gradient.” That phrase, which hardly anyone outside of meteorology knew the day before, was regarded as weather talk for “Look out below!” 24 hours later. The previous evening’s warnings about the monster winds were being all but dismissed by many homeowners by 11 p.m. who said there wasn’t a whisper of a breeze. Dogs that were outside at the time sensed something was coming, however, and began a chorus of howling about midnight.

Turns out they were alerting folks to the proverbial calm before the storm.

Nanette Hosenfeld, a NWS meteorologist, explained the phenomenon: A miles-wide cell of warm high pressure met up with a similar-sized cell of a cold, low pressure front, except they were turning in an unnatural pattern and moving in a rare south-to-west direction. The motion twisted and turbocharged accompanying gusts that sped out of the canyons like separate polar express trains, but moving west, creating a wake of wind a thousand Space Shuttle launches couldn’t achieve.

“By the time they hit the valley they were reaching incredible speeds,” Hosenfeld said.

As the winds really got going, there was no time for headshaking at the power. Calls were coming in to dispatch centers throughout the high deserts of the Mountain West almost faster than they could answer them.

“They just seemed to go off the charts geometrically,” Bird said. “As soon as you’d handle one, three more would be waiting. At one time, I just had to raise my hands from the keyboard. I just couldn’t type fast enough, and I can type pretty fast.”

The tight-spinning clockwise and counterclockwise fronts drove winds over Utah mountains and pushed them wide and far where they ultimately conspired with the infamous Santa Ana winds in California and caused high-level grief before they died down.

The “freakishly powerful” winds, as the Los Angeles Times called the storm, littered the regions with broken bits of everything from tree limbs, to power poles, to unearthed fencing, to hundreds of semi-truck trailers.

The California Highway Patrol emergency command center reported that in Pasadena, 60—mostly elderly and disabled people—were bused to a Red Cross shelter after a tree crashed through the roof and broke a main pipe to its emergency fire sprinkling system.
In the 26-mile radius, near Castaic, gusts of 97 mph were recorded, according 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-enlightenment) 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 blocks away, or ended up piled in windrows 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 Pasadena, Calif., firefighters were responding to calls of downed trees every 12 seconds.

Communications centers in Las Vegas reported winds gusting at a tame 30 mph. Mammoth Mountain’s summit topped the list of high-wind areas with winds of 150 mph—equivalent to a Category 3 hurricane on the Saffir-Simpson Hurricane Scale.

The overnight windstorm reached gusts of more than 80 mph and toppled thousands of trees, causing power outages to more than 440,000 customers in Southern California, damaging homes and cars and sparking several small fires. Most victims were in the San Gabriel Valley.

Widespread gusts as strong as those of Hurricane Irene continued into Friday, Dec. 2. Dispatchers in California sent firefighters to a series of wildfires sparked by downed power lines and spread by the winds. Major stretches of freeways and highways were shutdown because of toppled trucks.

**Let it blow, let it blow**

The strongest winds of the day in a residential area were reported near Centerville, Utah, where gusts of 102–120 mph were noted by public safety agency wind gauges. Officially, the NWS recorded the winds at 102 mph, which put the storm into a Category 2 hurricane status and added a new mark in the record book of worst disasters in the region’s history. By the end of the day, Davis County declared a local state of emergency, with county officials estimating infrastructure damage at more than $8 million. More than 50,000 people in the five-square-mile area went to bed without even the light from a streetlamp to illuminate their homes.

Extensive damage was reported throughout Davis County. South Davis Metro Fire Chief Jim Rampton said downed power lines caused at least three house fires. One of the homes was a complete loss. No one was in the house at the time of the fire. Utah Lt. Gov. Greg Bell, who lives nearby, said the wind put a sizeable crimp in his garage door, caving it in like a paper hat. He said his neighbor’s utility trailer was pushed off the property by the “end-over-end winds.”

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’d called 9-1-1 when “something blew up upstairs,” later finding shards of glass 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 Farmington: Lance 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. “Phone 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 supervisor, offered to stay until a fourth arrived.

Calls came pouring in at more than 300 per hour. Norvelle stepped in to handle calls for dispatching wreckers to semi and vehicle rollovers, most of which had been knocked over by the single gust that was clocked unofficially at 120 mph. Bird took police and medical; Dyer handled fire department calls.

Amy Bruch and Lori Boucher from the swing shift came in to help relieve some of the workload. Call levels were not only far beyond any expectation, “they were beyond imagination for a center of our size,” Bird said.

“As things rattled and came undone outside—lights over a nearby parking lot for a new shopping center 100 yards to the north were bent skyward and one of the eight-foot microwave dishes on the call center’s main communication tower was moved several inches off its position—no communications were lost as a result.

Wind was also peeling shingles off the communications center roof and a heavy pull-down door over one of the vehicle entrances dropped and “was still flopping around like a chicken with its head cut off when I pulled in to park that morning,” Norvelle said.

Unplanned for

During the 10 hours the winds were extreme, 1,373 calls were taken, generating 615 law and fire incidents. Calls were answered in less than 10 seconds 88% of the time, and 96.4% in less than 20 seconds.

After dispatchers completed the shift and for days after, first-responder agencies all made a point of calling Norvelle to thank the dispatchers for what was a nearly seamless handling of one of the worst disasters in the region’s history.

Along with the strength of the winds, the storm swath was surprisingly narrow, at least through the Utah portion. At communications centers just a few miles north and south it was business as usual, and they called during the height of the winds volunteering to do what they could.

Norvelle said traffic was already limited to emergency-only calls; situation update calls were not taken, and even having extra personnel splitting call traffic under those circumstances “means you, in effect, just doubled your problem.”

There were the occasional “When is the wind going to stop?” calls, plus multiple calls from semi-truck drivers who wanted to know when the freeway was going to reopen.

“The event was difficult and the most draining anyone at the center can remember, expect perhaps for the tanker truck rollover in 1990 that exploded and melted a section of I-15 freeway and the almost apocalyptic fog-induced multiple-car collision in 2000, Bird said.

“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 wrung me out. When I got home, I 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?’”

“I still can’t believe no one was seriously hurt.”

— Tom Norvelle

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“With all that debris flying around, and trees falling on homes and power lines coming down, I still can’t believe no one was seriously hurt; it’s just unheard of,” Norvelle said.

As things rattled and came undone outside—lights over a nearby parking lot for a new shopping center 100 yards to the north were bent skyward and one of the eight-foot microwave dishes on the call center’s main communication tower was moved several inches off its position—no communications were lost as a result.

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Up to speed and then some

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— Tom Norvelle
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 links that bypass questions and instructions to provide CPR to the patient sooner. These changes affect the pathways the EMD should follow, whether directed automatically through ProQA software or manually flipping through the printed cardset.

This issue of The Journal will enhance the EMD’s familiarity of these protocol changes, beginning with additions to the Case Entry Protocol (and affected protocols) and detailing the major changes to the Pre-Arrival Instructions (PAIs)—including new CPR pathways and new panels on Protocol F: Childbirth–Delivery.

Various new Rules, wording changes on the AGONAL BREATHING Diagnostic Tool (ProQA Breathing Detector Diagnostic Tool) and Stroke Diagnostic Tool, and changes to other specific protocols are described in the MPDS 12.2 Update Guide, an exhaustive guide of protocol changes and rationales, accompanying the 12.2 release.

Though this article does not detail the entire protocol revision, it provides a foundation of why featured changes have been implemented and how they affect the EMD’s role in navigating through the protocol while providing enhanced patient care.
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).”

These DLS Links direct the EMD to go to the appropriate PAI Protocol (A, B, C, Ya, Yb, Yc) immediately, bypassing the Chief Complaint Protocol—9: Cardiac or Respiratory Arrest/Death—to provide “hands-on-chest” instructions sooner.

As a result of this change, Protocol 9 has evolved 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) Is there a defibrillator (AED) available?” 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 A or Ya because a defibrillator is not appropriate for use on infants less than one year old.)

Other revisions to Protocol 9 include specific Post-Dispatch Instructions (PDIs) 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 sent earlier in interrogation, 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 and smother the flames.” Identical instructions are also located in the Additional Information of Protocol 7: Burns (Scalds)/Explosion (Blast).

In relation to this change, a new suffix has been added to Protocol 7, W = fireworks, as fireworks pose a danger of setting a person on fire or causing burns through explosions. EMDs are now equipped to provide instructions to help a person on fire, preventing greater injury before responders arrive.

Changes to Pre-Arrival Instructions—ABCs

The following extensive changes affect only the airway/arrest/choking (unconscious) PAIs—Protocols A, B, C, Ya, Yb, and Yc—including new or adjusted pathways, new instructions, wording changes, and redesigned panels. EMDs should be aware of how and why these critical instructions have changed so that they can confidently direct the caller to help sustain the patient before responders arrive.

1. Defibrillator instruction

The instruction “If there is a defibrillator (AED) available, send someone to get it now” has been added to Panel 1 on Protocols B, C, Yb, and Yc as a replacement for the previous

This article provides a foundation of why featured changes have been implemented.

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 B-2: “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.

Also throughout, a portion of the hand placement description for compressions has been modified slightly and formatted as a clarifier, e.g., Panel A-5: “Place 2 fingers on the breastbone (in the center of the chest), right between the nipples.” This change allows the EMD to give shorter instructions, again reducing time to “hands-on-chest” instructions.

“Kneel next to her/him and look in the mouth for food or vomit” and the operator question “Is there anything in the mouth?” have been removed, focusing the panel on the position of the patient. The Panel Directors have also changed to “Breathing” and “Not Breathing,” leading the EMD to Panels 3 or 4, respectively. The previous link to Panel 15 has been removed as the EMD may go to Panel 15 to clear the airway whenever necessary from any panel; thus, the link on Panel 15 back to Panel 3 has been removed as well.

In Panel 4, the list of “Ventilations 1” conditions no longer lists “Under 18 years old” due to recent research establishing that cardiac arrest patients below age 18 most 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
5. Tube removal pathway

On the Tracheostomy/Stoma Protocols—Ya, Yb, 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.

2. 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 hormones that will help stop the bleeding/cramping. Watch the baby and mother carefully and tell me how they’re doing.” Panel Directors are provided if the afterbirth is then delivered or if the bleeding/cramping stops.

If the baby is not able to nurse or if the baby stops nursing and the bleeding/cramping has not stopped, the EMD is directed to Panel 39 to begin instructions on “nipple stimulation”: “Okay. There is another way to do this. Since the baby won’t feed yet, ask the mother to stimulate her nipples with her fingertips. This mimics breastfeeding and will help control the bleeding/cramping.”

EMD’s role in v12.2

The EMD’s familiarity with these v12.2 changes can influence the level of care patients receive as well as the amount of critical time before life-saving instructions are provided. Following these new protocol pathways and providing additional instructions before help arrives reaffirms the role of an EMD as a first, first responder.
CDE Quiz Mail-In Answer Sheet

\[ \text{CDE Quiz Mail-In Answer Sheet} \]

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☐ Other

**ANSWER SHEET + MEDICAL**

March/April 2012 VOL. 14 NO. 2 (Version Update)
Please mark your answers in the appropriate box below.

1. A B C D
2. A A B
3. A B C D
4. A B C D
5. A A B
6. A A B C D
7. A A B C D
8. A A B C D
9. A A B
10. A A B C D

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Vertical Response

Elevators can pose danger at any level

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 before the doors are closed, coming to a halt between floors, or crashing to the basement. But these things do happen and, perhaps, on a larger scale than you might realize. In the United States, 30 people die and about 17,000 are seriously injured each year from incidents involving elevators and escalators, according to the U.S. Bureau of Labor Statistics and the Consumer Product Safety Commission (CPSC). Of these, elevators are largely to blame, causing 90% of deaths and 60% of serious injuries due to door malfunction, carriage misalignment with floors, and other passenger safety vulnerabilities.2

Not all of these figures represent typical riders, however, since nearly half of these incidents occur while installing, repairing, and maintaining elevators and working in or near elevator shafts.3 Construction elevator installers and repairers have the sixth-highest ranking of work-related deaths of all construction trades, which grants them one of the highest hourly wages among construction workers.4

Beyond the paycheck, the good news is that work-related injuries are less frequent in elevator installation and repair than in other construction occupations, the major complaints being cuts and sprains and overexertion. The most serious of these injuries are crushed fingers/hands and head injuries from falls.5 Statistics from The U.S. Labor Department’s Census of Fatal Occupational Injuries indicate that beyond elevator workers, injuries also occur among people who use elevators as part of their employment, such as in an office building.

But before you opt to take the stairs to your cubicle on the tenth level, realize that of these, 53% occur during installation or repair, 17% occur during work in the shaft or car, and 30% occur during performance of work adjacent to (but not on board) the elevator.6

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 were due to falls in 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.”7

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 website.

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.8

One week earlier, on Dec. 7, 2011, a 48-year-old woman was crushed in the shaft near the third floor at the Cal State Long Beach Foundation building. Apparently, the woman was trying to climb out of the elevator, which got stuck between the second and third floor, when the car started moving again and dropped. It took more than an
hour to retrieve the body from underneath the one-ton elevator.9

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.10

**Primary elevator types and malfunctions**
As described by Consumerwatch.com, there are five primary types of elevators, varying in size and capacity, from large passenger and freight elevators to smaller elevators designed for home use. Mechanical defects—rather than personal error—are all very similar: pulley system malfunction, open shaft, faulty wiring, incomplete repairs, unbalanced leveling, or a wiring malfunction due to heat.11

No matter the type of elevators, the mechanical defects—rather than personal error—are all very similar: pulley system malfunction, open shaft, faulty wiring, incomplete repairs, unbalanced leveling, or a wiring malfunction due to heat.12

**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.13

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 featuring equipment produced by several manufacturers.

The multitude of factors involved in elevator rescue requires calltakers 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) Is there any contact with the people?
KQ 2: Is anyone sick or injured?
   a. (Yes) How many?

If the caller does not know the answer to the first question, the calltaker should consider the elevator occupied (as indicated by Rule 1). Following that thread of probability, the EFD must send medical response for assumed occupants who are considered injured until the situation proves otherwise.

After sending to dispatch, the EFD may suspend questioning to give safety Post-Dispatch Instructions (PDIs). The caller will be warned not to pry or force the elevator doors open since those actions can cause failure of safety circuits, allowing the car to move with the doors open. As mentioned earlier through real experiences, passengers attempting to leave could be crushed between the elevator’s door and the shaft.

The EFD should also advise the caller to contact the elevator service company and building management.

The next Key Questions request information about the elevator’s position, location, and access:

KQ 3: Which floor is the elevator stuck on?
KQ 4: What is the elevator number or name?

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

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**Elevator Dangers** A surprising number of elevator-related injuries and deaths occur each year.
engaging the stop switch to kill power to the car (when immediate medical attention is required), affecting a rescue for an operational elevator sharing a common shaft with the inoperative car, or breaching the elevator shaft. In the initial steps, the company officer should send a firefighter with a portable radio to talk to the occupants in the elevator car and keep them informed of progress.

Rescue depends on the situation and the medical attention occupants require.

Laws

Most states require compliance to safety codes and regulations for elevators and escalators and also uphold Firefighter’s Service Requirements to handle trapped elevator or escalator emergencies, as required by guidelines of the NFPA.

In the aftermath of Sept. 11, 2001, the U.S. began looking beyond height, codes, and standards to implement substantially safer towers with more accessible evacuation options. Following recommendations by the National Institute of Standards and Technology, NFPA revised its national codes to include “additional stairways (depending on the building’s height); more robust fireproofing; impact-resistant walls around elevator shafts and stairwells; and fortified elevators that firefighters (and, in some cases, occupants) can use in an emergency.”

Sources

3 See note 1.
5 See note 1.
6 See note 2.
7 See note 2.
11 See note 2.
12 See note 1.

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ANSWER SHEET FIRE
March/April Journal 2012 VOL. 14 NO. 2 (Vertical Response)
Please mark your answers in the appropriate box below.

1. a. 15
   b. 30
   c. 50
   d. more than 100

2. a. second
   b. fourth
   c. sixth
   d. last

3. a. installation or repair.
   b. work performed in the shaft or car.
   c. performance of work adjacent to the elevator.

4. a. 2.5 million
   b. 10 million
   c. 5 billion
   d. 18 billion

5. a. true
   b. false

6. a. whether any passengers are on board.
   b. the status of the passengers.
   c. the number or name of the elevator and its exact location.
   d. all of the above

7. a. Protocol 54
   b. Protocol 56
   c. Protocol 58
   d. Protocol 62

8. a. passenger safety.
   b. elevator location.
   c. manufacturer’s instructions posted inside the elevator.

9. a. true
   b. false

10. a. stairway use only evacuation plans.
    b. operationally shutting down both escalators and elevators in case of an emergency.
    c. fortified elevators that firefighters (and, in some cases, occupants) can use in an emergency.
Caller Campaign
National initiative calls attention to appropriate 9-1-1 use

By Audrey Fraizer

Kids like action. They like shiny things. Give them a motorcycle to sit on, a ladder truck, or a parade of dogs wearing canine firefighting helmets and forget the Power-Point presentation.

“Make it fun and pretty,” said Wanda Royster Gattison, public information officer, Office of Unified Communications (OUC), Washington, D.C. “That’s what captures their attention.”

After grabbing the attention of predominantly elementary-age students at the annual OUC-sponsored 9-1-1 Education Block Party is when the real work begins. During the half-day program held at a different elementary school each April during National 9-1-1 Education Month, public service safety teams introduce young audiences to the importance of playing safe.

“Children see that emergency services are here to help them,” Gattison said. “There’s a fire hazard house and the kids take turns using a simulator to make 9-1-1 calls. Police officers are friendly and approachable.”

Teaching children the responsibility of EMS—theirs and those of the responder—is one approach to meeting the intent of National 9-1-1 Education Month designated by Congress in 2008 and celebrated each April. The organizing coalition behind the outreach program wanted a national effort to teach the public about the importance and appropriate use of 9-1-1 services in concert with the responders they coordinate.

“We kept hearing about the huge need for education,” said Carla Anderson with the National 9-1-1 Education Coalition. “But no one had the resources for what they thought would be required.”

The annual “Number to Know Campaign,” as it is now called, supports a universal message for appropriate use of 9-1-1. Local campaigns are generally an approach tailored for the community with themes dependent on the targeted audience and the specific message, such as the proper use of a cell phone in case of an emergency.

Jeffrey Vannais, communications supervisor, East Hartford (Conn.) Police Department, said greater “self-reliance” on the public’s part is an issue he’d like addressed. Vannais isn’t recommending survival training in emergency preparedness, but a program teaching the public how to get the most out of 9-1-1 when an emergency does occur.

“The public has to know what the system can and cannot do,” he said. “Texting is not an option in most areas and contrary to popular belief, current technology does not pinpoint a caller’s location. Callers are the best source of location information.”

In a spin-off of the 9-1-1 education idea, a committee from Connecticut’s state 9-1-1 office designates one day during National Public Safety Telecommunicators Week for a presentation tuned to a dispatcher’s professional interests. In 2011, Public Safety Service Speaker Gordon Graham tailored his law enforcement-based liability material for the more than 300 dispatchers in audience for the presentation.

“It was great,” Vannais said. “The day’s focus is providing information and to do it in such a way that dispatchers gain a greater appreciation for the work they do.”

Fairfax County (Va.) 9-1-1 Department of Public Safety Communications (DPSC) Supervisor Stephen Souder takes opportunities for education as they arise. For example, routine QA review of a call in December provided the chance to acknowledge the individuals involved and a foot in the door for an elementary school public safety talk.

According to Souder, a 10-year-old translated CPR instructions given over the
phone in English to her Spanish-speaking aunt to successfully resuscitate an infant who had stopped breathing. DPSC and the national 911 For Kids organization recognized the 10-year-old for her efforts and the school she attended held a program honoring the student.

“This was one of those times we saw a great opportunity for education and talked to the kids about 9-1-1,” Souder said.

For scheduled community outreach events, Souder sends the DPSC a five-foot tall remote-controlled cell phone called Telly. DPSC’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 how 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/e911/publications/911_pumbed_for_county.shtml. 911 For Kids (http://www.911forkids.com/) and Comcast (http://security.comcast.net/e911/) also offer a plethora of materials free from their sites.

No matter the route chosen, the important part is getting the information out there, Anderson said.

“Introduce the topic and people will ask the questions,” she said.

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**PROTOCOL RELEASE**

## Enhancing Police Protocol

**PPDS v4.1 brings powerhouse of benefits**

**By Cynthia Murray**

The National Academy of Emergency Police Dispatch (NAEPD™) has released PPDS™ v4.1 with improvements on every side of the Police Priority Dispatch System™. The added v4.1 features benefit calltakers, responders, and the public with the objective to improve the speed and accuracy of the caller interrogation process.

### Behind the scenes of PPDS v4.1

PPDS version 4.1 is the result of large-scale changes, worked and reworked for greatest success both in the communications center and out in the field. Featured updates in the new protocol “take a little guesswork away” as Dave Warner, Priority Dispatch police consultant, said.

These improvements largely began as feedback provided by PPDS users and their submission of Proposal for Change (PFC) forms. Each submitted proposal was read, given a tracking number, and then rated according to priority level for review and voting by the Police Council of Standards. Combined with current research and field expertise, the proposed changes were debated before their selection to incorporate into the protocol.

In addition to protocol content changes, the software development team faced the challenge of adapting new features into an enhanced version of ProQA called ProQA Paramount. CAD providers had to adapt their CAD systems to interact with the new ProQA Paramount interface while improving their own feature capabilities.

Finally, the first confidential version 4.1 was sent out as a beta test among participating communications centers in Canada and the United States. Testing led to review, finalization, production, and distribution of the new cardset and/or software at your fingertips.

### Results—PPDS v4.1 features

This version update includes over 200 changes; a few are detailed here.

The first notable change to the Case Entry Protocol is the addition of three new ECHO determinants that link to corresponding Pre-Arrival Instructions (PAIs) for “CALLER IN IMMINENT DANGER,” “Vehicle in Rising Floodwater,” and “Accelerator Stuck & Can’t Stop Vehicle” situations. In light of recent real-life scenarios, these instructions have been added to aid callers
in life-threatening situations before help can reach them.

The Case Entry Protocol also has a new clarifying question regarding the use of the COLD CALL pathway that helps calltakers identify whether a suspect or person could be in the area.

Affecting most protocols, the Key Question interrogation sequence now prompts the calltaker to gather Description Essentials for Suspect and Vehicle information earlier, increasing officer safety in the field and the likelihood of apprehending the suspect.

To increase efficiency, Pre-Question Qualifiers and Pre-Instruction Qualifiers have been added to reduce unnecessary questions and instructions for the situation. Also, Key Questions related to weapons or violence are now formatted in red to emphasize scene safety, and the caller/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 exploitation incidents based on recommendations from the National Center for Missing and Exploited Children (NCMEC).

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 PDIs—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 other 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 Paramount–CAD features

Responders, too, benefit from software updates. The ProQA Paramount–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 Paramount. 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 “Susp on scene.”

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

Sneak peek

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 Paramount. ■
YourSpace

I was introduced to Deputy Kevin “Kev” Siefker 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, 2011, started like any other shift (It was a dark, stormy evening...). Dispatcher Tonya Amstutz 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 repeated but I couldn’t find 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 Putnam!”

“14 Putnam!”

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

“I need the fire department at 382 Findlay,” he said, and then, “14 Putnam! 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 relayed Brian’s instructions: “14-Putnam, you need to stay out of the building; fire departments are en route. Just stay out of the building, they are just west of Vaughnsville.”

We weren’t sure if Kev would heed our warnings, although we tried keeping him in close check. He answered “OK Putnam” once and that was it. I remember thinking, “Come on fire crews, get there. He’s by himself. Just get there.”

Fire crews responding to the scene reported more help was needed. I called Allen County and asked if they would page for Cairo Fire to assist. Life Flight was put on standby. Apparently, there was an elderly man who was in the home and was unable to escape. It didn’t look good. We were told Life Flight needed to fly.

Life Flight called with a 15-minute estimated time of arrival at a landing zone set up on a baseball field not far from the scene. But it didn’t happen. Low cloud cover forced Life Flight to abort. Patients became the responsibility of EMS arriving on scene.

Tonya and I stayed at our stations as third shift dispatch filed into the center. We continued working until there was a sufficient break for us to get up and switch. Our adrenaline was high and we were worried about our units, especially Kev. We hugged each other and cried, deciding to drive Tonya’s car to the scene. We hoped that our guys were OK.

Life Flight called with a 15-minute estimated time of arrival at a landing zone set up on a baseball field not far from the scene. But it didn’t happen. Low cloud cover forced Life Flight to abort. Patients became the responsibility of EMS arriving on scene.

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 heroics 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. No matter what Kev says on that radio or how he says it, I will always be listening and I will always do my best to back him up.

“Come on fire crews, get there. He’s by himself. Just get there.”
Miracle Recovery
Survivor beats the odds following sudden cardiac arrest

By Audrey Fraizer

The doctors have called Bryan Ryker's complete recovery from a sudden cardiac arrest (SCA) nothing short of a miracle.

Ryker survived and walked out of the hospital one week after the medical emergency thanks in part to the rapid-fire chain of response, beginning with his wife Christy's 9-1-1 call answered by EMD Amy Riley of the Three River Ambulance Authority (Fort Wayne, Ind.).

“I was basically gone,” Bryan said. “Amazingly, no one gave up.”

A strange noise coming from Bryan’s side of the bed jolted Christy out of a sound sleep minutes before 6 a.m. on May 4, 2011. She leaned over thinking he was having a nightmare. His body was rigid. She turned on the light. He didn’t look well.

Christy went right to work. She pulled her husband off the bed, called 9-1-1 on speakerphone, and began CPR.

“She had recently completed a bystander CPR course but still needed some help,” Riley said. “That’s where our training and ProQA comes in.”

For the next several minutes, Riley gave Christy Pre-Arrival Instructions (PAIs) for CPR. When the fire truck arrived, Bryan was given one shock to the heart. There was no response. Ambulance paramedics, arriving moments later, shocked his heart five more times on the way to the hospital before his heart completely lost all electrical impulses.

By the time Bryan was delivered to the ER, 40 minutes had passed since Christy had called 9-1-1. Bryan’s blood had turned acidic, indicating a lack of oxygen and evidence of possible severe brain damage.

Bryan spent another 10 minutes without a pulse until administration of atropine and epinephrine returned a heartbeat. CPR continued throughout each step.

For the next two days, Bryan remained in a coma. The forms for a “brain dead organ donation” were filled out in accordance with Bryan’s earlier instructions.

“After two days they stopped the drugs that were keeping me unconscious,” Bryan said. “They didn’t expect me to ever wake up.”

But the organ donation forms were never processed. Bryan gained consciousness and was soon talking normally to his wife and other visitors. His cardiologist and neurologist have called his complete recovery “miraculous.”

A week after the SCA, Bryan was heading out the doors. He picked up his laptop from the office and began working from home that weekend. His heart has so far tested normal (pre-incident) without any surgical or mechanical intervention other than a stint. His cognitive abilities are the same as if nothing ever happened.

Bryan survived an out-of-hospital cardiac arrest with a good outcome. He was among the fewer than 5% who survive to tell their stories. According to the American Heart Association (AHA), a person down for 10 to 12 minutes without any assistance is almost impossible to revive.

Whether someone sees a person collapse, calls 9-1-1, and begins effective CPR are critical factors the AHA cites in a survivor’s prospects. Even though the pumping efficiency of CPR is only 10%–30% of normal, correctly pumping the chest keeps some oxygenated blood flowing to the brain and other organs.

Bryan credits his recovery to the emergency medical community’s persistence and the “amazing number of people who were praying for me.”

“Modern medicine was able to restart my heart after 50 minutes and bring my body back to life,” Bryan said. “How I am still fully here I don’t know how to explain, other than that it is God.”

The assistance the Rykers received from the EMS team did not go ignored. Within a month of the incident, Bryan and Christy stopped by Three Rivers Ambulance with a plate of cookies to pass around. They not only wanted to meet the people instrumental in saving Bryan’s life, but also encourage them to never give up, no matter how hopeless a situation might seem.

The Rykers are among the very few people Riley has met from the thousands of phone calls she has answered during her 13 years as a dispatcher.

“They realized how lucky they are,” Riley said. “Few do. A lot of people don’t make it.”

But does Riley act like anything she did was worth more than a mention in passing? “Of course not,” said Melissa Freehling, communications manager for the Three Rivers Ambulance Authority Operations Division. “She’ll tell you it was no big deal.”

The Rykers would disagree.
Follow Your Dreams
Dispatcher takes center stage outside of comm. center

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.

“The teacher asked ‘what are you doing here?’” Nadro said. “I was too funny, cracking up the class when he stepped out. I decided that I should do something that I should have done long ago.”

After taking classes to become a professional comedian, Nadro was ready in 2003 to take the stage for his first gig. Since then, his popularity has soared and he’s the 45-minute headliner act at a variety of venues from small ones to those with 500+ seats. Nadro loves trying out new material and mixing in his political impersonations. Encouragement from people who enjoy his material keeps Nadro going.

“Laughing is good medicine,” Nadro said. “Things that couldn’t be said around the table can be said on stage.”

Two years after Nadro broke into the comedy circuit, he jumped into the acting world, without any acting classes under his belt. He auditioned for the TV series Casino and landed a recurring role (Zachary) from 2006-2008.

“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.”
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Telephone Wars
Controversy delays public calling

Audrey Fraizer

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 the civilized world.

A musical telegraph exposition held in Chicago in February 1875, and attended by Gray, treated invited guests to the popular tunes “Yankee Doodle” and “Auld Lang Syne” played a mile away and within reach of everyone in the room. A reporter asked Gray whether the transmission of sound “through absolutely enormous distances” would ever prove “much advantage to the human race.”

“That is a point I do not know about yet,” Gray remarked.

Boston attorney Gardiner G. Hubbard favored music to the spoken word and advised his future son-in-law Alexander to throw the talking idea out of his mind. The musical wire, he said, would make millions if proved successful.

An editorial writer for the *Newport Daily News* (Newport, R.I.) seriously doubted the musical telegraph or telephone would be of any benefit to Christian folk and went so far as to call them instruments of Satan.

“They are likely to deplete our churches and crowd our jails and insane asylums. How long before reason stepped down and out and utter imbecility swept over our entire country? The possibilities of these inventions in the hands of wicked men are too awful to contemplate.”

The writer wasn’t too far off the mark when it came to the talking wire, but not in the direction intended. A “telephone apparatus” placed over the pulpit at a church in Lowell, Mass., brought a Baptist preacher’s sermon to congregants living miles away, leaving an editorial writer for the *Gettysburg (Pa.) Compiler* to suggest the device could “enable a man to stay in bed Sunday mornings and still hear good preaching.”

Listening, however, was far different from talking into a piece of sheet iron. Few from the public understood how the device could carry the speaker’s voice into the ear of a receiver living down the block. Business considered it a scientific toy, “interesting” but never a practical necessity.

Those brave enough to venture a first time in a telephone booth experienced a ghostly sort of stage fright. They looked over their shoulders. Many sensed that talking into the device represented an intrusion into private conversations best held in private. The telephone, many believed, would never fall in the category of everyday machinery.

They were wrong, of course, but it took a taste of America’s competitive spirit for the telephone to succeed. Telephones superseding telegraph machines and Western Union’s campaign to remain in the forefront of communications gave Bell the “awareness factor” his invention needed. Complementary equipment—such as relays and switchboards—propelled 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 expected to give callers 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, which in one year added up to 6,000 pounds of tea, 17,000 pounds of coffee, 48,000 cans of condensed milk, and 140 barrels of sugar. The Bell system in Monticello, Ill., provided divans and cozy chairs for quiet time in a room adjoining the central switchboard. The Pacific States Bell system offered an unprecedented two weeks vacation after 12 months of consecutive employment.

There’s no telling the when or where or who of the first call made bringing police, firefighters, or medics to the scene but the wheels were apparently turning from the start.

An Altoona, Pa., city councilman pitched the idea of providing some form of phone service for the three—two night and one day—police officers on foot patrol covering the 9.8-square-mile city. “The telephone is becoming a fixed fact, and a wonderful invention it is,” said Councilor [    ] Detwiler. Short of creating India rubber policemen who could “bounce, fly, skip, run, and jump,” Detwiler said, wouldn’t it be better to put officers on a telephone in the style of metropolitan police.

One year later, a writer for a newspaper 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 find 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 going from poles to underground.

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 desk sergeant 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 Osborn 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 before officers arrived. Although the robbers were never caught, Mrs. Hunter was praised for thwarting their efforts to gain access “to the riches.”

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April is National 9-1-1 Education Month

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

A Public Service of the National 9-1-1 Education Coalition
Times sure do change and that’s no more apparent, for 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 EMDs, EPDs, and EFDs to continue setting the dispatch pace for the international world to follow.

“We are the people others are watching,” said Scott Freitag, National Academies 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 the demanding role as an emergency 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 1,200 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 the highly successful special interest sessions held two out of three days of conference.
While sessions highlighting NG9-1-1 might clash with the whole “freedom from interruption” notion, there’s no mistaking 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 addressing the issues in tandem before they become a problem.”

Marshall and Lanier anticipate an interactive session, with an audience that acts in the style Navigator promotes. Nothing about the conference says total “gripe session,” although it’s often the discontent motivating productive discussion.

One of the best places to begin a mustering of the troops is in your own backyard, at least that’s according to Jennifer Kirkland, training supervisor for Vail Public Safety Communications Center in Eagle County, Colo.

Kirkland plans an hour of give and take: giving her ideas to show how much you appreciate your dispatchers and asking the audience for strategies that have proved successful at the centers.

“Dispatchers do so much and there are so many ways to recognize them,” she said. “Even something as simple as an unexpected thank-you note provides a positive impact on someone’s day.”

The creative part, of course, speaks to budget constraints and learning to do with less. But guess what? Kirkland said leaving your mark of heartfelt appreciation can be as cheap and easy as writing a thank-you note on a napkin to a coworker who brings in snacks to share or writing personal letters recognizing an individual’s contributions to the agency. Kirkland will also be taking the floor to gather ideas from her audience.

“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, as our well-known U.K. co-presenters Tracey Barron and Louise Ganley might say, get the blighters 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 and Studies officer. And both groups’ compliance 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 attitude problems 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 Ruttschman 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. “Navigator challenges dispatchers to do their job even better than they did before.”

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 Center 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. Dr. Jeff Clawson will present the annual Leadership Award. Networking is always in the spotlight with those attending Navigator on a regular basis intent on introducing those new to the conference.

“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.”
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Workstation types include:
- Modular Steel modules bolt together to provide an unlimited size furniture suite. All cabling and electronics are contained within the cabinet assembly. Modules can be shipped by UPS and easily assembled on site.
- Non-lift workstations are provided with sit-to-stand, mechanically adjustable keyboard mechanisms. Under surface cabinets provide technology storage. Non-lift workstations are available without wall panel surrounds as all surfaces are supported by end panels and C legs.
- Total Lift workstations are configured with a single surface large enough to support all of the monitors and input devices. A separate keyboard surface can be attached to the lift surface for additional vertical and tilt adjustments. Technology storage includes floor mount and vertical enclosures and hanging cabinets attached to the lift surface. The workstation can be configured as a single surface BIFMA unit.
- Dual Lift workstations contain two separately adjustable surfaces. The monitor surface is sized to the size and quantity of monitors and the input surface to the quantity of input devices including touch screens.
- Popular options include a riser surface providing up to four 5.25” x 19” equipment housings in front of the operator and our Focal Link adjustable focal depth that provides a clear span of surface area for electronics.

For more information, visit www.dispatchproducts.com

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.

EnRoute Dispatch’s reporting enables automated delivery of standard reports. Reports can be delivered in a variety of formats such as e-mail, PDF, or HTML based on preferences. EnRoute Dispatch reports can easily utilize Microsoft Reporting Services, too.

Learn how EnRoute Dispatch delivers mission-critical information to help your agency save lives and WIN THE RACE AGAINST TIME® by equipping responders with vital data to maximize responder performance and safety.

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

FirstWatch **BOOTH #212**

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FirstWatch is a web based, real-time data analysis and Dashboard software system that allows authorized users to drill down into Charts, Graphs, and Maps featuring detailed statistical trends, patterns and geographic clusters of incident information, all based on user-defined criteria. FirstWatch is used everyday for Situational Awareness, Homeland Security, Public Health Surveillance, as well as for Operational and Performance monitoring/quality improvement for Public Safety teams.

FirstWatch analyzes more than 40,000 real-time records daily (that’s one new record every 2 seconds) from 9-1-1 (EMS, Fire and Police) CAD systems, ProQA®, RMS, Paramedic ePCR’s, Hospital Emergency Departments, Hospital Diversion systems, Poison Control Centers and more - in real time, automatically!!

Chosen by agencies in 115+ metro areas across the US, Canada & New Zealand, (representing more than 250 public safety agencies), FirstWatch is the recognized leader in real-time public safety data analysis & automated alerting.

See real world examples of usage and Case Studies at www.FirstWatch.net
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 onto 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 in 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.

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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 24/7 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 robotically 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

ProQA® Paramount

Everything Just Changed in Calltaking

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 text fields—for added ease in entering, editing, and reading description information
- Smart PDIs—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 PPDS™ 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. We’ll help you hit one out of the park!
**OnStar**

**BOOTH #308**

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 if 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

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**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. Visit our booth to learn more about our NEW products, RELAY, ZONE and our new Depth Adjustment Assembly!

Personalized monitor adjustment that maximizes your workspace.

The innovative Assembly provides:
- Increased usable workspace made possible by the elimination of the base platform.
- 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.

For more information, visit www.watsondispatch.com or call 800-426-1202

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- Open Footwell Space – Go ahead and stretch out! There are no computers under your workstation.
- Ergonomic Reach Zones – the unique design of Xybix workstations keep 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.

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EnRoute Emergency Systems

With over 25 years of public safety industry expertise and dedication, EnRoute Emergency Systems, an Infor™ 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 are also a proud ProQA® certified provider of fire, police, and medical dispatch protocols.

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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.

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The PSTC “family of companies” is your one stop shop for all of your 9-1-1 and emergency communications needs. Please stop by our booth and learn more about our in-person, in-service training, our amazing 911 CARES project and our innovative DVD based training. PSTC is proud of our many in-service and supervisory workshops. Whether it’s training, appreciation products or DVD’s, PSTC is your answer. Stop by our booth for a FREE training DVD. We are also the only company that offers Gordon Graham training DVDs!

For more information, visit www.pstc911.com

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

National 911 Education Coalition
BOOTH #416
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
BOOTH #219
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

Urgent Communications
Urgent Communications magazine is an electronic resource center for managers who plan, design, operate, and maintain mobile communications. Urgent Communications delivers real-world, practical information needed by dealers, private radio and wireless systems operators, and large volume commercial, industrial, and public safety communications end-users.

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Public Safety IT Digital

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Alert Public Safety Solutions, Inc.

Alert Public Safety Solutions, Inc. is a company that has been built to address the demands and ever-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.

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

For more information, visit www.atrusinc.com/

CCM

The Communication Center Manager (CCM) Course, now celebrating its 10th year, is a one-of-a-kind program that presents the latest management and leadership practices used by emergency service providers around the world. It has proven to be successful for business leaders and students in implementing effective changes in today’s communication center. CCM is structured as an accelerated program designed to deliver minimum time investment with maximum results. A small group of up to 40 students progresses through two dynamic, separate weeks of education and training building a lifelong network of peers and colleagues.

For more information, visit www.fitchassoc.com, email ccm@fitchassoc.com, or call (816) 431-2600
Denise Amber Lee Foundation  
**BOOTH #218**

The Denise Amber Lee Foundation is a non-profit initiative of Nathan Lee whose wife was kidnapped, raped, and murdered in 2008. No doubt Denise would be alive today if a 9 minute 9-1-1 cell phone call from a bystander witnessing the abduction had been handled appropriately. Even though there were at least 4 patrol cars within a mile of this call, it was never dispatched. Denise leaves behind a loving husband and two small boys. Nathan, determined not to have Denise die in vain, is partnering with the 9-1-1 industry and using the powerful emotional ammunition of this tragic event to drive change to public policy. The Foundation seeks legislative changes to funding, training, certification, and technology so that no other family has to endure this type of pain and suffering again. For more information, visit deniseamberlee.org

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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 up to four equipment housings, desk mount fans, forced air heat with thermostat control and Focal Link adjustable focal depth control.

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For more information, visit www.firstwatch.net

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International Critical Incident Stress Foundation

**BOOTH #413**

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™

**BOOTH #201**

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.

**Booth #515**

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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.

**BOOTH #607**

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For more information, visit www.logisys911.com/

National Academies of Emergency Dispatch

**BOOTH #116**

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

**BOOTH #414**

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
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The Communications Center Manager Course
Online session begins: August 27, 2012
Onsite: September 23-28 • December 2-7, 2012

“The CCM course is much more than a constructive learning experience for communications center professionals...it is a reaffirmation of the value of the individual as a whole and the priceless gift of an entire new network of colleagues who have now become part of my extended family.”

—Sherri Stigler, Waukesha County Communications, Waukesha, WI.

Online registration for the 2012 course will begin January 1, 2012. Go to www.emergencydispatch.org or call Sharon Conroy at (815) 431-2600 for more course curriculum and registration information.
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Plantronics

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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 911, 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

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Priority Solutions Inc.

**BOOTH #319**

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 ProQA®.

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™ (PDC™).

For more information, e-mail info@prioritysolutionsinc.com, call 877-355-3270, or visit us on the Web at prioritysolutionsinc.com

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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

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**THE EMD ADVANCEMENT SERIES**

Computer-Based Continuing Emergency Medical Dispatch Education

- Reduces in-house training costs
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- Learning format improves skills and knowledge retention
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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.

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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 services 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

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Voice Print 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 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.VPI-corp.com
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