

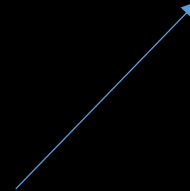
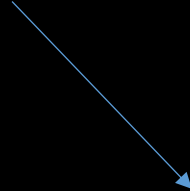
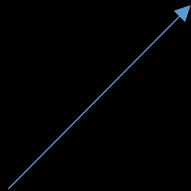
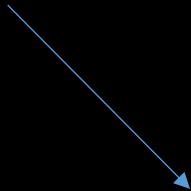
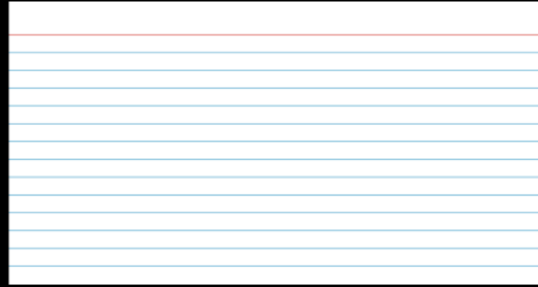
# 911 Call Overview

# Overview

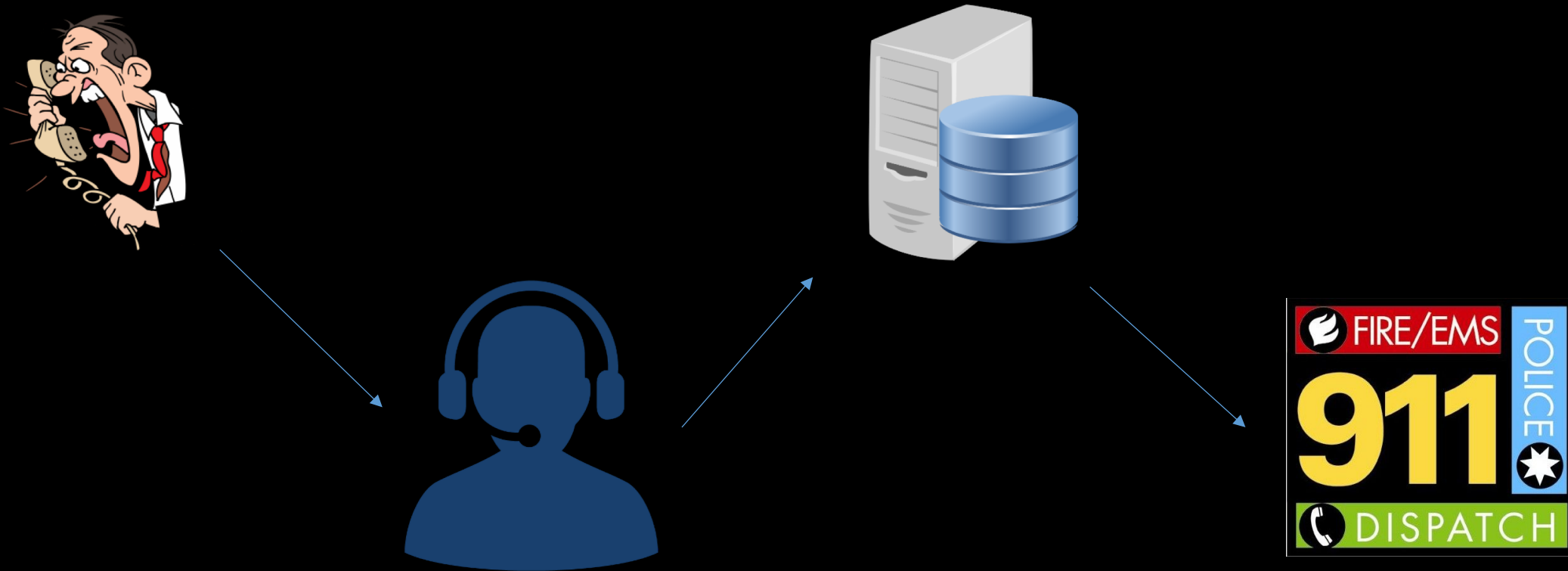
1. Some Brief History
2. 911 Calls Today (Overview)
3. 911 Calls Today (Workflow)
  1. Landline Calls
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    1. Phase 1
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  3. Police, Fire, and/or EMS?
  4. Police, Fire, and/or EMS? – Part 2
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4. So, how is the website populated?

# Some Brief History

In the beginning.... 1968



# 911 Calls Today (Overview)



# 911 Calls Today (Workflow - Landline)

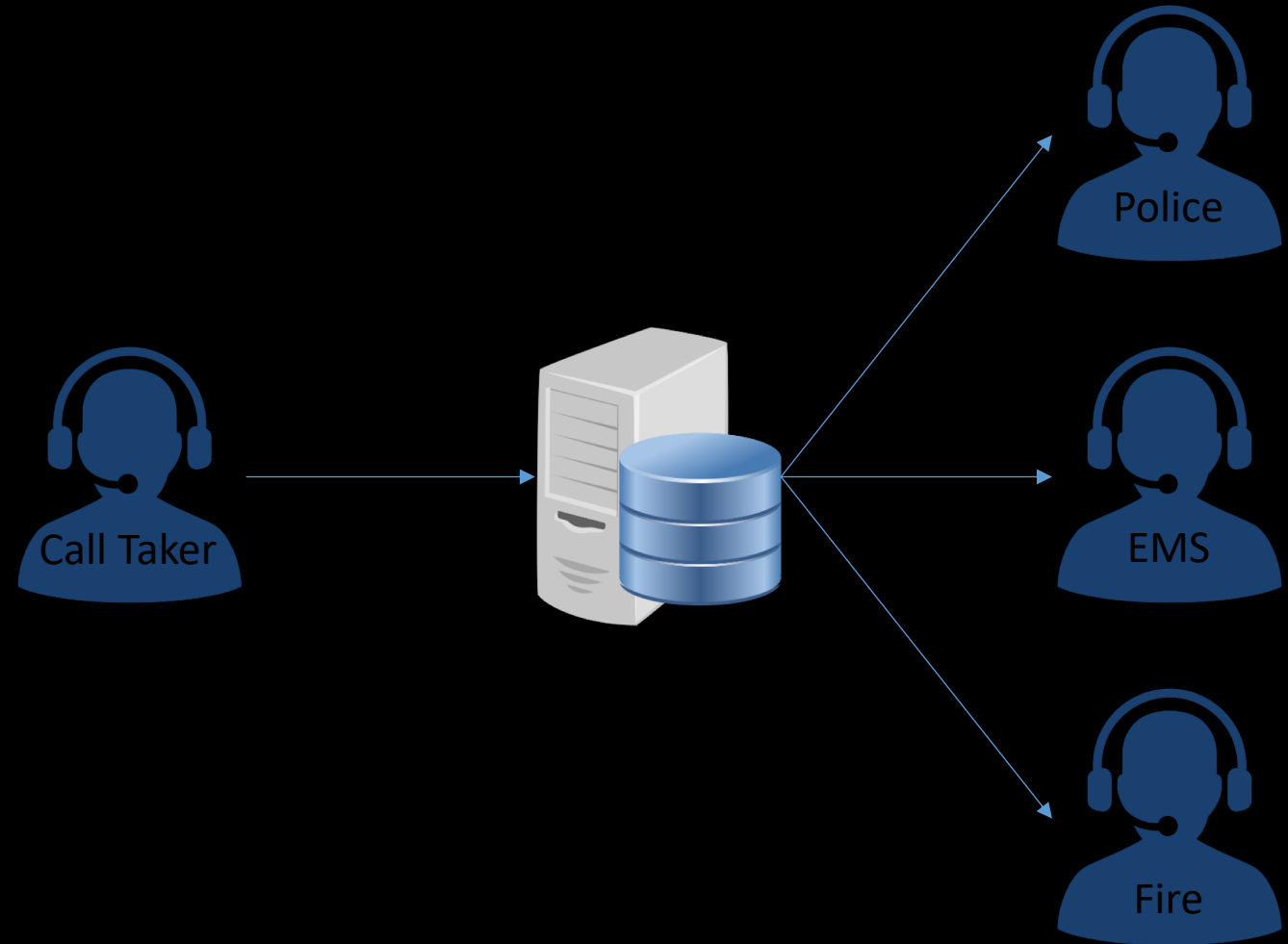


# 911 Calls Today (Workflow - Wireless)



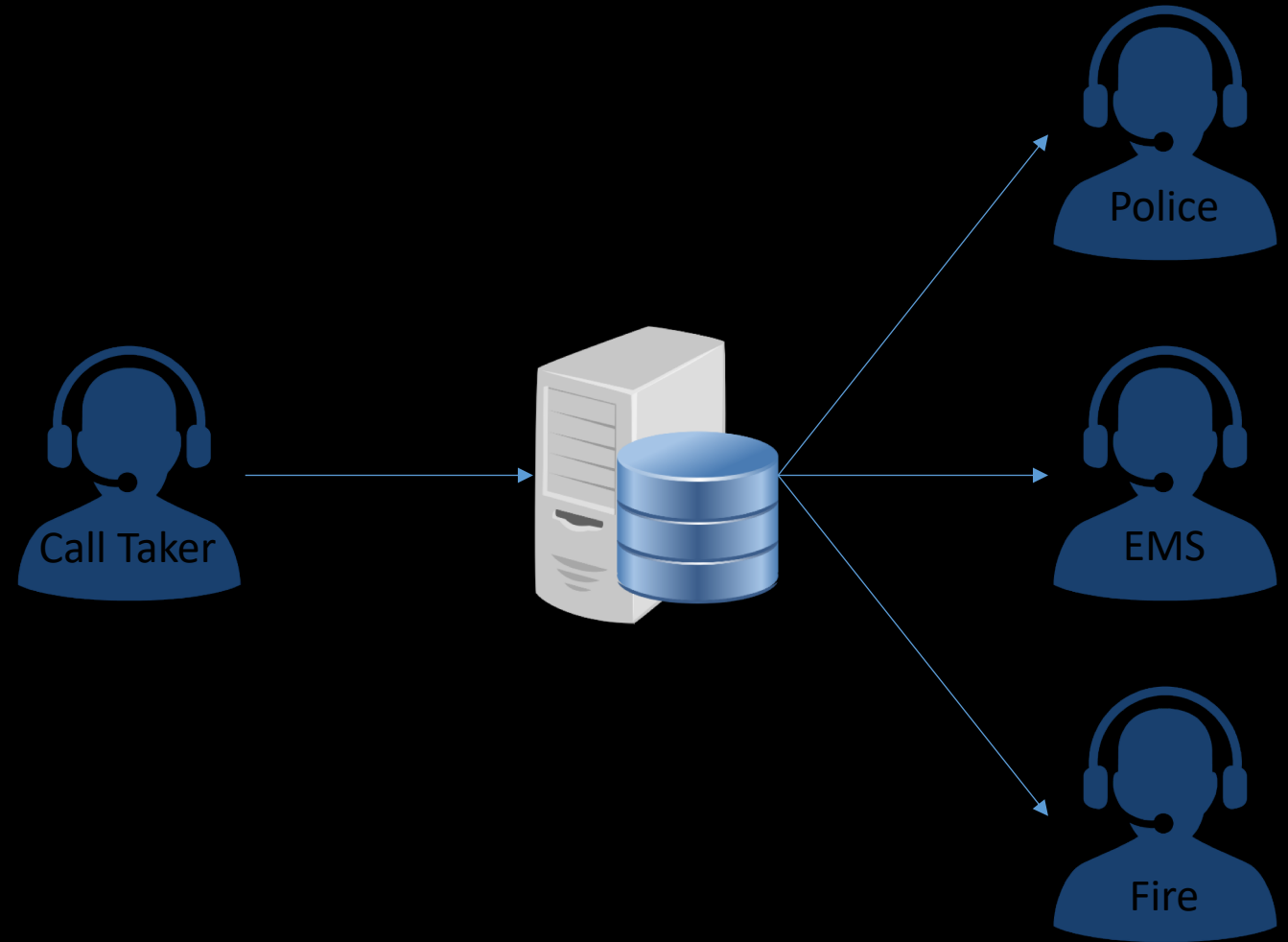
# Police, Fire, and/or EMS?

- Caller calls in Accident no injuries
- Problem type set to ACC2 – MVC No Injuries
- CAD is preset to create Police “Card” with ACC1 problem type
- Low Priority, call taker ends call, at the same time, the dispatcher will dispatch when resources become available
- Caller calls back, smoke beginning to emit from one of the vehicles
- Problem type changes to FROAD – Vehicle Fire
- CAD is preset to create Fire “Card” with FROAD problem type
- Before caller hangs up, he reports that someone inhaled the smoke and is having trouble breathing.
- Problem type changes again to INHAL – Inhalation Injury
- CAD is preset to create EMS “Card” with INHAL problem type



# Police, Fire, and/or EMS? – Part 2

- Caller calls in with someone having trouble breathing
- Problem type set to Trouble breathing, EMS Card created automatically and EMS is dispatched
- Call taker is prompted with questions to ask – Is the person breathing at all? Caller reports user is occasionally gasping for air
  - Small note, if this actually happens IRL, do not confuse this for actual breathing
- As call taker inputs victim isn't breathing, a fire card is created
- Depending on the recommends, Police may be dispatched as well.



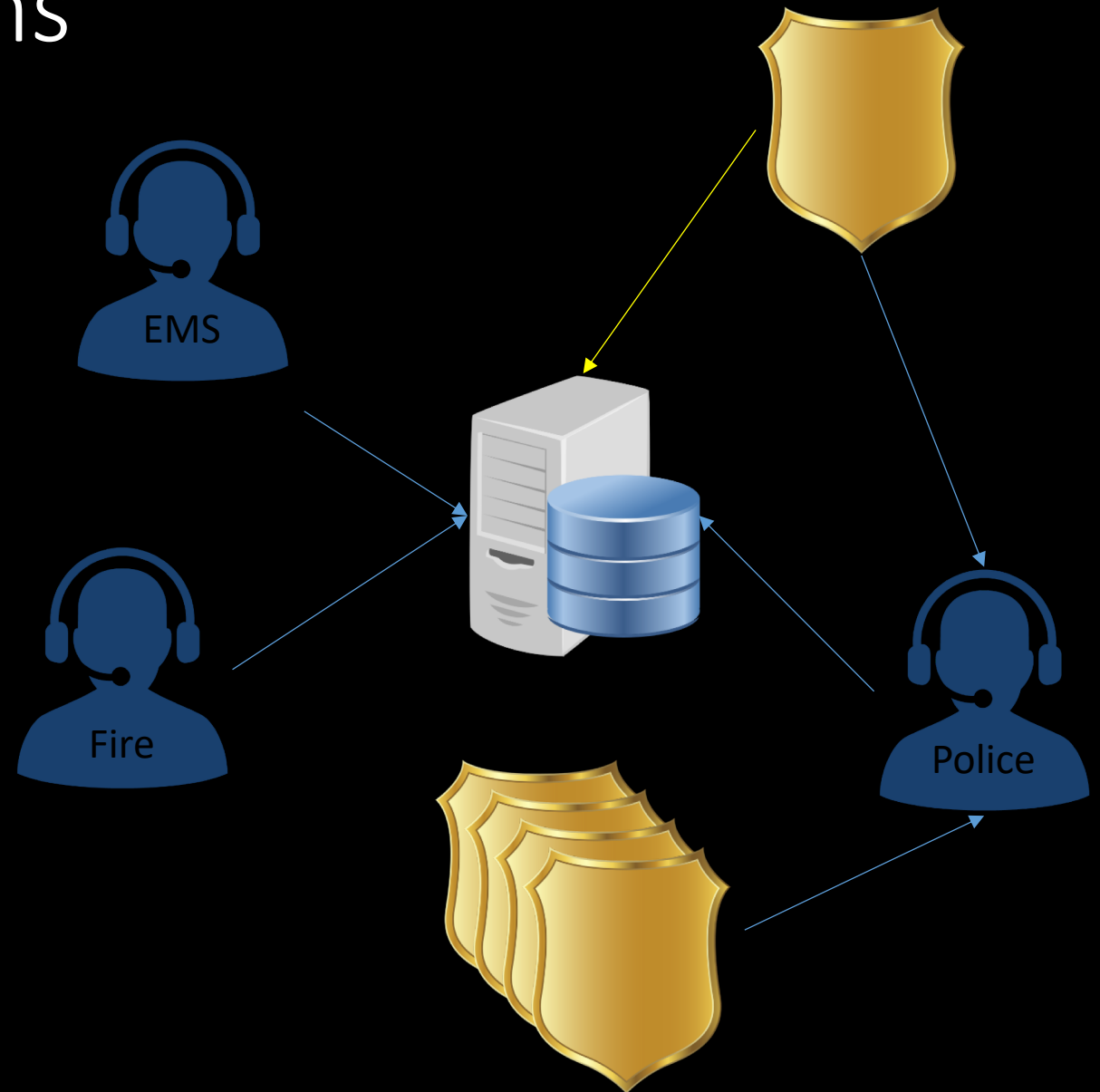


# Dispatching - Recommends

- What is a recommend?
  - Essentially a preset of vehicles/assets deployed to an incident.
- What determines which assets go to an incident?
  - Each agency determines what assets are deployed based on agency and problem type.

# Officer Initiated Actions

- Officer turns on lights and begins process of pulling someone over. He radios dispatch with his location and person's tag number.
  - Alternatively, officers with MDT's can create their own cards in CAD without radioing dispatch in non-emergency situations
- About 30 minutes later, dispatcher does a radio wellness check on officer – nothing to report
- 5 minutes after the wellness check, officer frantically yells his unit number and "shots fired"
- The "conga line" of officers start radioing to show enroute to scene
- Dispatcher clears the channel to get line by line feedback of the situation and document the situation as best as he can on the card
- A fire and EMS card will likely be created, dispatching may start but may wait until situation is under control before arriving on scene – depending on supervisor discretion

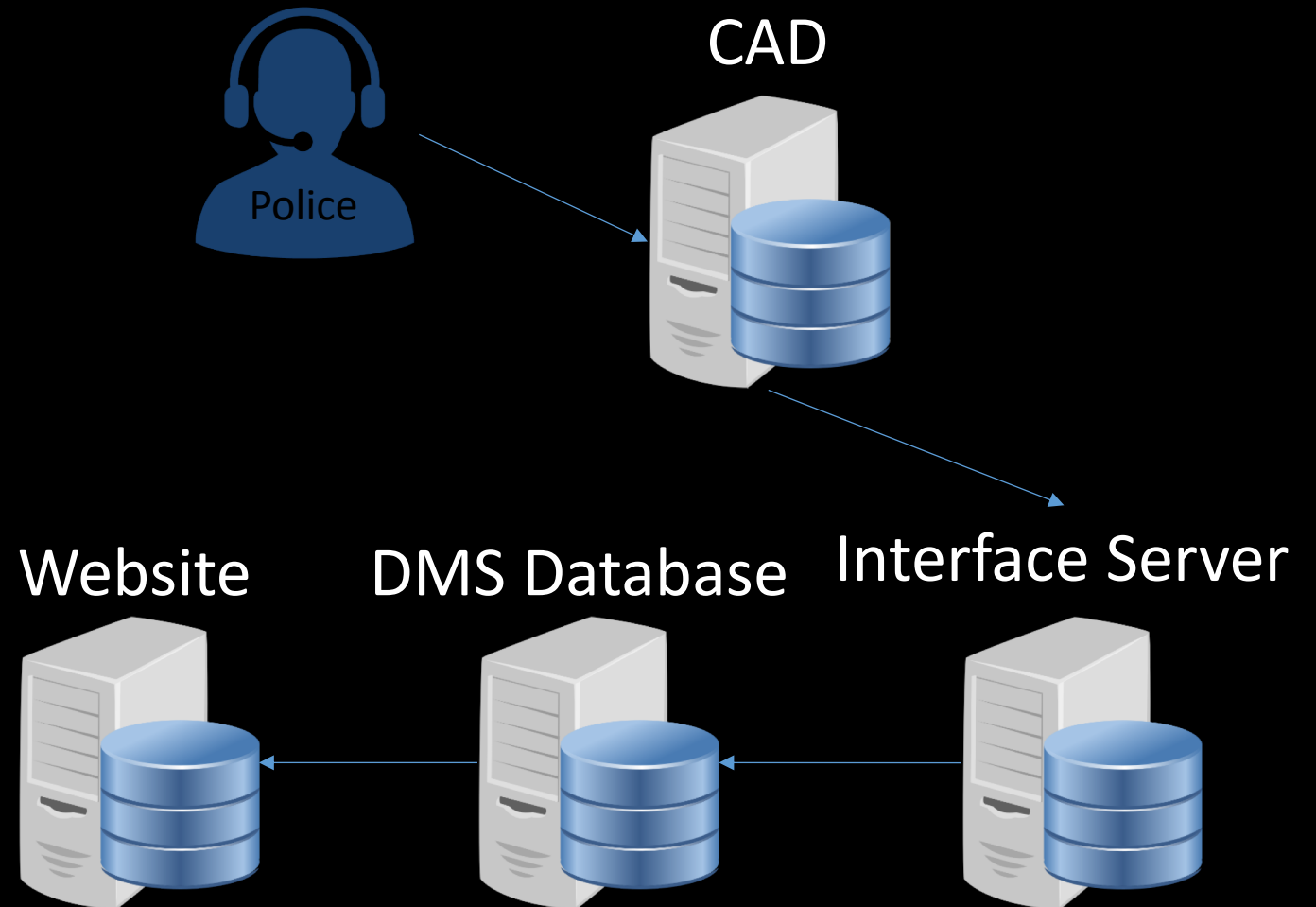


# Follow-Up – D,F, and E codes

- The codes are called “Disposition Codes”, they are used to show the final outcome of the call – arrest, report, no report, etc. More than one can be selected for each officer who is dispatched to the call, but at least one must be selected before a unit can be removed from the card or added to another card.
  - D-codes are used for police cards
  - F-codes are used for fire cards
  - E-codes are used for EMS cards

# So, how is the website populated?

- Police card is created
- A C# based program with API hooks in CAD sees the new card
- The C# then writes the incident to the DMS (Dispatch Monitoring System) database
- Website refreshes and shows updated records every 60 seconds
- The following events will trigger a status change
  - New card (Queued)
  - First Unit Dispatched (Dispatched)
  - First Unit Reporting Enroute (Enroute)
  - First Unit On Scene (On Scene)
  - First EMS unit transporting to hospital (Transporting)
  - First EMS unit at hospital (At Hospital)
  - Last Unit to Leave Scene (Call Removed from Database)



# So what was that SQL code on the site?

- That was my mistake
- I left a line of code uncommented to echo the SQL query in an HTML comment before it got passed to the PHP SQL Driver
- Time passed, I forgot
- The very first DC423 meeting I attended the SQL code was mentioned
- After I saw the code firsthand, there was only one thing to do



```
263     <div id="incident_table">
264         <table id="incidents">
265             <!-- Removed test line - TY DC423 -->     <tr>
266                 <th>Master Incident</th>
```

Questions?