DRC Minutes

Location:	Union County Government Center
Date:	August 10th, 2017
Time:	1800-1930
Attendees	Furr, Rhoden, Helms, Mills, Tyson, Greene, Gurian, Silsby, Williams, Moore, Rorie

Agenda items

1. **MPD use of Call Numbers when in training –** It was explained that when in training, we would like the trainee and FTO to use the Unit number of the primary unit to cut down on confusion. It was explained that the Trainee is able to sign into the MCT even when they are in the Trainers vehicle. Lt C. Helms and advised that this was a great idea and would pass it on to the FTO's

2. **CCom policy on wrecks –** CCom will begin notifying callers involved in accidents that occur in PVA's to turn their flashing hazards on and if they feel safe doing so, exit the vehicle and flag down the officer. CCom will also make sure to get a row number or location in the PVA of the caller. MPD and UCSO were in agreement as to this change.

3. **Patching DISPA & DISPB –** A310 LT. Tyson and 450 Lt. Helms were in agreement in the use of REG-PURS. Lt. Tyson advised that it was just one click on the radio to change the zone and REG-PURS would be on his radio. It was explained that NCSHP and all surrounding counties were able to use this channel in the event they are involved in a chase in our county. Jay Gurian is drafting a manual policy for Susan or Curtis to take to the Chiefs Meeting for approval.

4. **Use of DRUGS nature code vs OD –** It was explained that current policy agreed on by the Chiefs was for CCom to process any drug overdose using the nature code DRUGS. This would spawn EPD where the call taker would be first tasked with gathering law enforcement related information. It was explained that on opioid overdoses where the patient was unconscious/67 that the call taker was wasting valuable time gathering scene information when they could be providing life-saving advice in the form of CPR or Narcan. MPD and UCSO were in agreement that this would be a judgment call on CCom's part. If the victim was unconscious/no threat to officers then CCom would process it as an OD and use EMD, if the victim was a threat then DRUGS and EPD would be used. Susan/Curtis will take this request for change to the Chiefs meeting for approval.

5. **Changing Natures of Calls –** To allow for more accurate reporting in CAD history it was decided that any change of nature would be done when the officers were clearing. It was explained that the officers had the capability of changing the nature code from their MCT when they cleared as well. Gary Silsby explained that by changing the nature code this way the history on an address would show the correct nature code as defined by the officer when clearing. It was suggested that CCom hold CAD training down the road for responders and teach them the ins and outs of the MCT. Jay Gurian and Gary Silsby will be reaching out to Susan to set up dates and times to hold "Train the Trainer" classes for the responders.

6. **Update on VoiceAlert Automated Dispatch (Elsa) –** Currently ELSA only has one voice pathway available for dispatch. This means that when a call is dispatched for Fire & EMS, it can only verbally dispatch over one talk channel at a time. It was explained that this was a Motorola issue and that they had been contacted and CCom was waiting on a response from them for a timeline. It was discussed that ELSA would be turned off on Sundays to keep the dispatchers skills up in the event ELSA goes down at other times. It was discussed that ELSA would also be taken down when CCom was training dispatchers on the channels. It was suggested that CCom dispatch verbally the same way that ELSA would to help with consistency.

7. **Conference Channel –** It was explained that this was a talk around channel for County Fire and CCom would monitor the channel in our unselect speaker (much like we do with LIMA). It was explained that if we didn't hear them they could switch to Dispatch and advise us to meet them on Conference. It was also discussed that if a Fire unit rolls up on an event and they are going to remain on scene they could key up on dispatch and ask for an operations channel then switch to that channel to give the information as to allow for Dispatch to remain clear of unneeded traffic. If the Fire Unit rolled up on an event that they would not be staying on scene for they could give us the information on Conference.

8. **Freedom Tablets –** Adam Rorie asked what tablet was the best to get for this app. Gary explained that Apple products seem to be the best fit and that the ones that had been purchased from the beginning were still operating without issues.

9. **Move Ups –** Gary explained that this would be configurable by the Chiefs. The nature code would be changed to recommend the stations that the Chiefs wanted brought in on standbys. CCom would use the address of the Station requesting the move up.

10. **Confirmed Fires in the County –** It was explained by Adam Rorie that a confirmed structure fire in Wingate and a confirmed structure fire in Wesley Chapel were 2 different beasts. It was suggested that instead of automatically dispatching standbys in the event of a confirmed fire, that when a unit confirms a structure fire that CCom then ask if they would like a standby for their station. If they say yes, CCom will follow the Move Up nature as mention in #9.

11. **Odor of Electrical in a Structure –** Jay Gurian explained that under EFD rules that an odor of electrical inside a home should be processed using Electrical Hazard and not Structure fire as it is currently processed. Jay suggested that by allowing CCom to process it this way the CFD would not have to send such a large response to a call that a single engine or utility truck could handle. Jon Williams, Adam Rorie, and Ryan Moore were in agreement that this sounded like a good idea.

12. **SQL Server Update –** Gary explained that an update to the SQL server will be coming in the next few weeks. He explained that this will take 3 days to complete. Gary stated that during this time the CAD and MCT's will lose some of their functions. Gary stated that this will take place during the hours of 0100-0500 for 3 consecutive days, to be determined.

All changes that will affect the communications center, must go through proper channels (DRC & DSC) to insure the changes makes sense and that we are trained before implementation.

Action items	Owner(s)	Initial Date	Deadline	Status
Take to DSC for LEO: 1. Patch A&B vs REG-PURS 2. DRUG vs OD Nature Codes	Susan Furr/Curtis Teague	8/10/2017		
Draft Policy for use of REG-PURS vs Patching	Jay Gurian	8/10/2017	Prior to next DSC meeting	
Be ready to make OD spawn all 3 responders	Gary Silsby	8/10/2017	Pending DSC	
Find dates for CAD/MCT Train the Trainer classes	Jay Gurian & Gary Silsby	8/10/2017	ASAP	
Take to Chief's Meeting: 1. Use of Electrical Hazard vs Structure Fire for odors of electrical 2. Revisit reassigning Fire Ops Channels 3. Move Up recommendations 4. Piggybacking meetings to get larger audience for meetings 5. Confirmed fire / Move Ups	Susan Furr/Curtis Teague	8/10/2017		
Email Specs for computers to ST9 (A. Rorie)	Gary Silsby	8/10/2017	ASAP	
Check on status of Protocol review committee	Susan Furr	8/10/2017		
Prepare explanation of Electical Hazard vs Structure Fire for DSC	Jay Gurian	8/10/2017	Prior to next DSC meeting	