Dispatch Review Committee

Location:	Union County Government Center
Date:	October 12th, 2017
Time:	1800-until
Attendees:	Sgt. Benton (UCSO), Lt. Helms (MPD), Fire Marshal Rigoli, Ryan Moore (Stallings Fire), Adam Rorie (MFD), Anthony Angelone (WC fire), Josh Hawley (NC Forestry Service), Susan Furr, Misty Greene, Matthew Rhoden

Agenda items

1. **Run down from the last DSC –** CCom Operations Manager Susan Furr gave a run-down of the minutes from the last DSC.
   a. It was decided that CCom would process calls for Overdoses based upon the details of the call. If the patient was violent or scene safety was concerned the call would be EPD'd using DRUGS. All other calls would be EMD's using OD due to life safety issues.
   b. Patching of A & B will be done WITHOUT asking permission in the event of chases coming into Monroe City.
   c. Calls that receive an Alert tone in Monroe will be toned across Disp-A simultaneously to alert any and all officers in the area.
   d. The definition of AT-RISK individuals was changed to only include juveniles (≤17), elderly (≥70), and those with mental and medical conditions.
   e. CFD Conference channel protocol. CCom will monitor in unselect speaker. If CFD unit is not acknowledged on Conference they may switch to Dispatch and request CCom switch to Conference.
   f. It was decided that for calls with an odor of electrical inside a home would be processed using Electrical Hazard. If flames or smoke were visible it would be processed using Structure Fire.
   g. Evacuation Tone procedure was explained. CCom will use Alert tone 1 for three seconds and verbally request evacuation over both CFD Dispatch as well as the tactical channel.
   h. G2 – Automated Voice Dispatch – CCom is currently waiting on a 2nd voice pathway, no ETA at this time.
   i. Forced entry – Law enforcement cannot give permission for Fire/EMS to make entry.

2. **When channels are patched, have all traffic not related go to secondary channel, including CCOM, HQ, and UCSO console –** Both agencies had no issues with this. It was advised that once the channels were patched a notice would be verbally given by CCom for all traffic not involved in the call to switch to the backup dispatch channel (Countywide & MPD OPS).

3. Sgt. Benton stated that some calls they were dispatched to that Fire/EMS were dispatched with were missing the Callers Name and contact number. It was explained that due to fast forwarding of EMS/Fire calls the name and number were not gathered to the end of the calls. It was explained that at the end of the call CCom had to enter the name and number into each agencies card and that the officers would need to refresh the card for it to show up.

4. Lt. Helms requested that Monroe PD and CCom work together for some in-service training for their officers on how to operate and manipulate the MDT. Susan Furr advised him once their updates were complete in November CCom would work together with MPD to provide instruction on operating the MDT's.

5. **Revisit Radio ops channels-difficulty in field and CCOM –** It was explained by all fire units in attendance that it was difficult to keep track of calls due to the expanded list of channels that need to be scanned. It was determined that CCom would return to the old method; CFD using Bravo-Foxtrot, MFD using Golf-Kilo. Susan Furr will be following up with the Fire Chiefs on this issue.

6. It was requested that when CCom retones for man power that they use the siren/station pager as to alert more members.

7. It was recommended that when calls are upgraded from a fire alarm to a structure fire that CCom resend the call to Active 911 so that members that aren't monitoring the radio are aware of the upgrade in response.

8. Forestry Service requested that they be sent on all calls in the County that involve brush fires, mulch fires, field fires, etc. They requested that they be sent to these calls and that the fire stations can cancel them if not needed.

9. **Next DRC meeting moved to 1700 for Law and 1730 for Fire/EMS.**

<u>**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.**</u>