FIRE / EMS / DISPATCH REGIONAL OPPORTUNITIES
Guiding Principles

DESIRED END RESULT

1. Design a dispatch and regional 911-call process that serves the community by prioritizing the <u>user experience</u> and the appropriate <u>deployment of resources</u> through a reduction in duplicated processes, improved use of technology and resources, and simplified governance.

WHAT ARE WE ATTEMPTING TO SOLVE

1. Disparate dispatch systems, locations, varying semantics, and procedures have created a fragmented approach to deploying police, fire and EMS staff/resources that is leading to delays, errors, and unnecessary or duplicative responses.
2. Multiple computer aided dispatch (CAD) systems do not allow for adequate information sharing and resource deployment to properly respond resources based on needs of the 911 call or emergency. <u>The current system is based on "ownership" of a process rather than the <u>experience of the **person**</u> calling 911 for help.</u> Reducing the number of transfers and the delays in dispatching multiple needs (police, fire, and medical) should be the impetus for improvement.
3. Multiple fire agencies exist within the same geographical boundaries with borders defined by jurisdiction rather than community need and are operating on separate radio frequencies and CAD systems, impairing the ability to identify, dispatch, and communicate through enhanced auto aid agreements.

GUIDING PRINCIPLES

1. Governance – how will the service be governed and how will policy decisions be made
2. Organization – What is included in the service, dispatch, fire, EMS
3. Foundation – Operational considerations including configuration, shifts, station standards, etc.
4. Funding – How will the organization be funded and what will the impact be to jurisdictions.

MEASUREMENTS OF SUCCESS

1. The time from when the <u>citizen perceives an emergency</u> to the time, they reach the correct answering point – *hard to measure.*
2. The number of transfers required to dispatch a resource from the time the initial call is answered.
3. The time from reception of a call by the agency to the time the emergency service vehicle is dispatched to the scene of the emergency.
4. The time from call to arrival of responders based on triaged need and acuity of the emergency.
5. Identification and deployment of necessary resources based on the call needs.
6. Reduced number of call transfers and requests of callers to repeat information.
7. Reduction in training time required to learn multiple systems for all dispatch staff.