





Communications

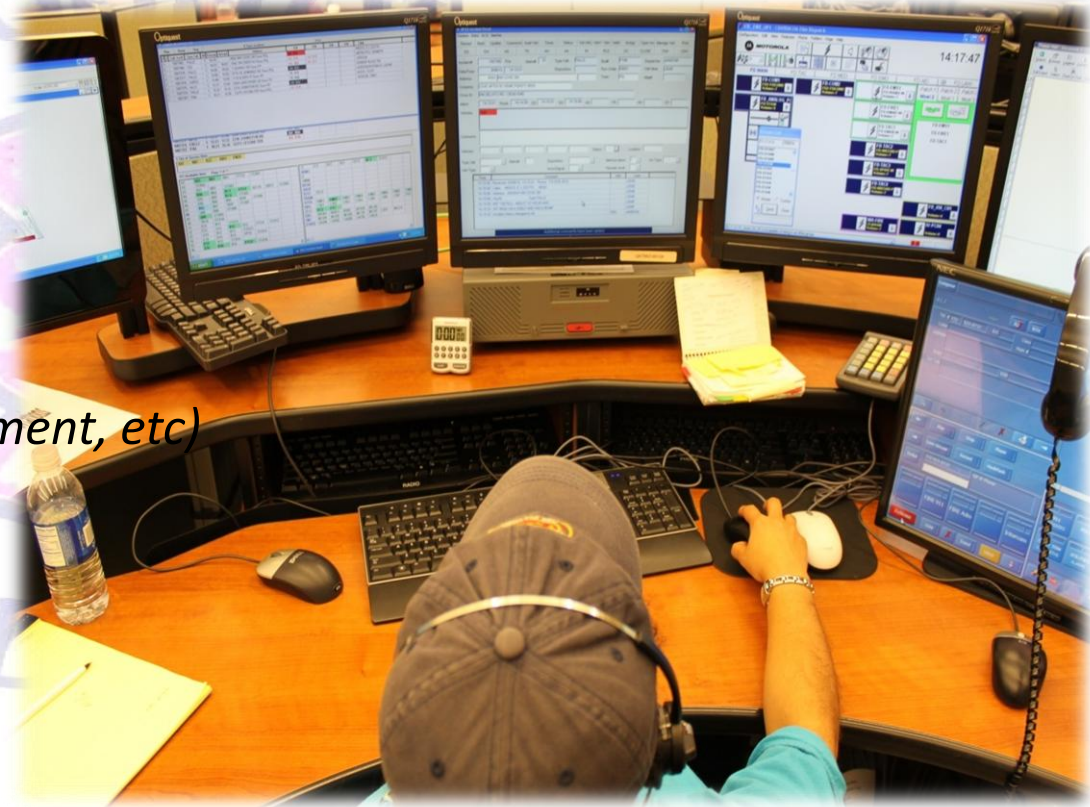
*When an emergency occurs, the public rarely sees the complexity of the **911** system in action*

- *Specialized needs to provide safety at an emergency scene*
- *Aid in risk management issues*
- *Knowledge of the incident command system*
- *Reminders of safety considerations on a fire scene to command officers*
- *Recording and collecting critical information*

Communications

*When an emergency occurs, the public rarely sees the complexity of the **911** system in action*

- *Initial dispatch*
- *Monitor response*
- *Arrival size up*
- *Additional responses*
 - *(mutual aid, law enforcement, etc)*
- *Control of incident*
- *Mitigation of incident*
- *Termination of incident*





Many years ago, the St. Lucie County Fire District Communications Division consisted of only one dispatcher manning the radio and punching a time card...





Communications

1997

- One civilian supervisor on day shift Monday thru Friday
- Total of eight dispatchers
- Two dispatchers per eight hour shift
- Rotating days, afternoons, and evenings seven days a week
- Total Personnel: One Civilian supervisor and two dispatchers



Communications

1999 -2000

- Computer Aided Dispatch (CAD) replaced run cards
- Dispatchers were only required to answer administrative lines, calls from alarm companies, dispatch and monitor emergency vehicles
- 450 MHz radio system
- Total of two radio channels



Communications

1999-2000

- Emergency Calls were received by 9-1-1 personnel at a different location
- Information was conveyed through one common CAD system or by phone when CAD was inoperable
- No formal or structured training program existed



Communications

1999-2000

- Dispatchers did not answer calls from the public
- Did not provide Emergency Medical Dispatch (EMD) instruction
- Resulted in all units dispatched priority one (Lights and Sirens)



Communications

2000

- Captain assigned to oversee communications division on day shift
- Replacing the civilian supervisor
- 4 Lieutenants assigned to communications as shift supervisors
- Civilian supervisor reassigned as the CAD coordinator



Communications

2000

- Eventually, the CAD coordinator position also included dispatcher responsibilities
- Minimum Staffing: 1 Lieutenant and 2 Dispatchers
- Total Personnel: 4 Lieutenants and 8 Civilian dispatchers



Communications

2001

- 800 MHz radio system was installed
- Provided the Fire District with multiple tactical channels, interoperability, and a more reliable communications than the 450 MHz could provide
- With additional tactical channels and EMD call taking on the horizon, 4 more dispatchers were hired.



Communications

2001

- 1 added to each of the four shifts
- Minimum day staffing: 1 Lieutenant and 3 telecommunicators
- Staffing after midnight: 1 Lieutenant and 2 telecommunicators
- Total personnel: 4 Lieutenants and 12 telecommunicators



Communications

2002

- Emergency Medical Dispatching (EMD) was implemented
- Fire District decided to use the Association of Public Safety Communications Officials to obtain the necessary certifications for EMD
- Captain and Lieutenants certified in EMD
- Captain Certified EMD instructor



Communications

2002

- Captain certified all telecommunicators in EMD
- EMD telecommunicators have initial contact with the public
- Giving medical instructions to the lay person
- Staying on the line until help arrives
- Dispatch the appropriate resources
- Monitor tactical channels
- Answering additional requests for resources



Communications

2005

- Through the identification of a need for a structured training program, a *Telecommunicator Training* position was created
- Responsibilities were to train telecommunicators in addition to dispatching
- Provided a fourth telecommunicator position during the day when needed



Communications

2008

- Fire District had to identify ways to reduce costs
- Telecommunicator trainer and CAD coordinator were consolidated and the role of shift supervisor was included in their duties
- This in turn replaced the Lieutenants who were re-assigned to the line
- Reorganization created a reduction in payroll
- Implemented a revised work schedule causing a reduction in overtime expenses



Communications

2009-Current

- 38,192 total emergency responses
 - On average, telecommunicators answer 269 phone calls every 24 hour period
- Minimum Day Staffing: 1 civilian supervisor and 3 telecommunicators
- Minimum Night Staffing: 1 Civilian supervisor and 2 telecommunicators
- Total Personnel: 4 Civilian Supervisors and 12 telecommunicators
- 4 shifts A, B, C, D



Communications

- FTO Captain's assigned to the new EOC
- Responsible for managing several aspects of the Communications Division
- Staffing
- Budgeting
- Call Responses
- Resource management of field units
- Oversees the Training and Safety Divisions





Communications

- District Chief's assigned to the new EOC
- Administrative oversight of their respective shift
- Responsible for assignments as it relates to daily operations
- Monitors and compiles data related to Shift/Battalions/Departments pertaining to performance and productivity