

# Dispatch Review Committee

Location:	Union County Government Center
Date:	June 7 <sup>th</sup> , 2017
Time:	1900-2100
Attendees:	Brinker, Thomas, Benton, Tyson, Honeycutt, Lee, Moore, Saunders, Helms, Rhoden

## Meeting Minutes:

**Update on VoiceAlert Automated Dispatch (Elsa)** - Brinker advised that the Automated Dispatch was built but that some paging issues had arisen. Some of the tones had issues with their decibel levels. The radio techs and Motorola are currently working to fix this issue. Brinker noted that they are currently aiming to go live in the next week. CCom's SOP's for the automated dispatch will be made available to the chiefs. The question of dispatch order was brought up. Brinker advised that currently it would dispatch in the order in which they are listed in the recommend screen on the CAD. It was also discussed that the automated dispatch system is being looked at for use with Law Enforcement calls. Brinker advised this was a process for much further down the road.

**Patching Union County Radio Channels with Stanly County** - Currently CCom does not have Stanly Counties radio channels built into our radio system. It was discussed that we are able to patch to a regional channel and have Stanly patch to that as well. It was recommended by Brinker that on the next system update with Charlotte Radio we have them enter these channels into our radio bank.

**Request for channel without channel marker** - Captain Thomas with the UCSO suggested that this request be left up to the supervisor on duty. It was agreed that the tone will be set when the channel is requested unless the officer requests that no tone be set.

**AT RISK definition for EPD** - It was decided that this would be best handled at the Law Enforcement Executive meeting. Larry will follow up to set a standard definition for AT RISK.

**Evacuation Procedure/Tone for CFD and MFD** - It was suggested that CCom use alert tone 1 for 3 seconds followed by the words "Attention all units, Command requests Evacuation". This will be sent to the Chiefs meeting for approval.

**County Fire Move-Up Plan** - It was suggested that a unit recommend plan be built into the CAD. This will be brought up with the CAD tech to see if it is possible. It was recommended that CCom ask command if they have a preference for their move up, if not it was suggested that CCom pull stations from 3 stations away.

## Open forum -

It was requested that if Law requests that Fire and EMS stage on a call the dispatcher should obtain and relay a reason from the officer.

It was requested that any event (fireworks, parade, etc.) be placed on an Events channel and not an Ops Channel.

It was requested that that when fire is downgraded or no first responders are needed that fire be advised of the details of the situation and where the med units is responding from.

The question of switching the Viper was brought up. Brinker explained that they were looking at it and if the switch was to occur it would require a 2 year notice. The only change in coverage would be the location/owner of the master site.

It was asked if there was any way to patch Lancaster Counties Palmetto system with our system. Brinker explained that at this time it was not.

**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.**