



EMERGENCY COMMUNICATIONS CENTER





Consolidation Timeline

Phase I

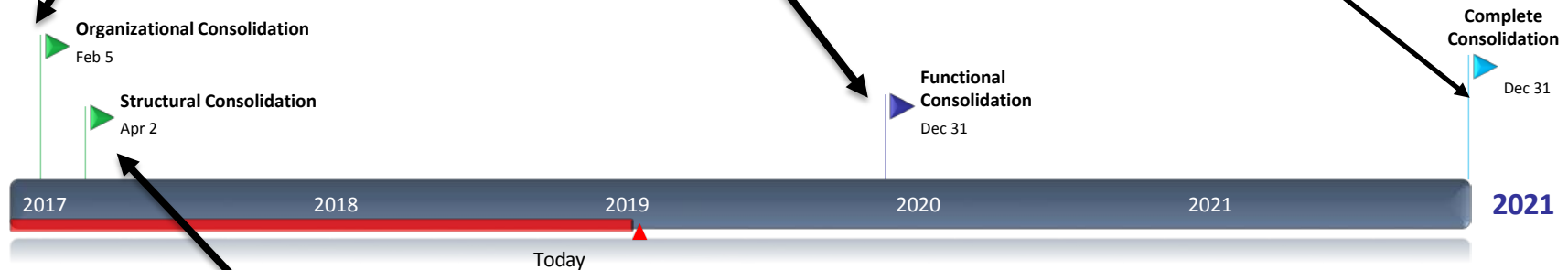
Organizational Consolidation reached when FRS Civilian personnel are moved over to POLICE. Date Completed: February 5, 2017.

Phase III

Functional Consolidation will be reached when Universal Call Taking (UCT) is fully implemented at ECC. Target date is currently set for the end of 2019, but is heavily contingent on staffing and training.

Phase IV

Complete Consolidation will be achieved when ECC functions as one entity and encompasses all UCT, Police and Fire Dispatch. FRS personnel will only be assigned as Fire Liaison Officers (FLO). Target date is the end of 2021, but is heavily contingent on staffing and training.



Structural Consolidation reached when renovations are complete at the PSCC. Date Completed: April 2, 2017. Renovations at the AECC were completed in 2016

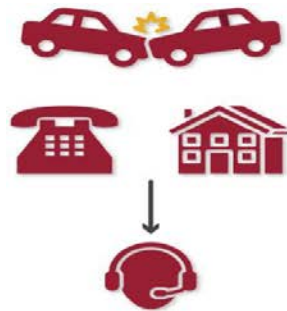
Phase II

2019 MCFRS Line Officers Meeting

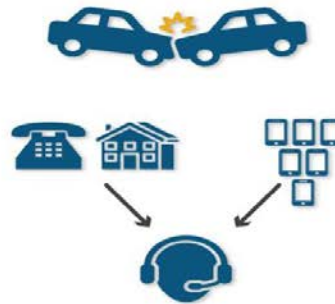




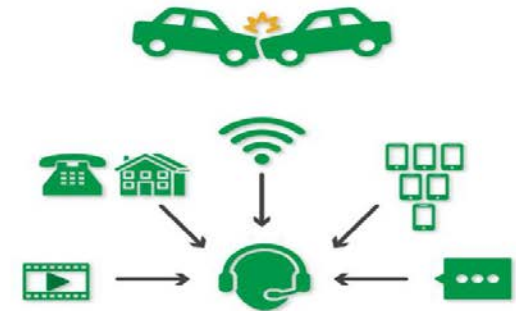
- NEXT GENERATION 911



YESTERDAY
Landline Society
1 Incident
1 Call



TODAY
Mobile Wireless Society
1 Incident
Multiple Calls



TOMORROW
NextGen, Tech-savvy, Fast-paced, Society
1 Incident
Multiple Calls, Texts, Pictures, Video, & Data

- PS25 Radio System
- CAD2CAD





Is the Scene Secure...

Paramedic Engine 799 to Montgomery, is the scene secure?

[Long pause]





Is the Scene Secure...

- Incident types that are assumed to be “Scene Not Secure” from the onset because of the protocol selected by the call taker:
 - EPD Protocol 106 incidents – that automatically create our call types:
 - ASSAULTB – Assault BLS – Scene Not Secure
 - SHOOTA1 – Shooting – ALS1 – Scene Not Secure
 - STABA1 – Stabbing – ALS1 – Scene Not Secure





Is the Scene Secure...

- 911 calls processed on the following EMD protocols are "Scene Not Secure" based on the call taker's impression of the scene:
 - Assault (4) – ASSAULT – BLS/ALS1/ALS2
 - Overdose (23) – OVERDOSE – BLS/ALS1/ALS2
 - Psychiatric (25) – MO – BLS/ALS1/ALS2
 - Stabbing/Shooting (27) – STABBING / SHOOTING – BLS/ALS2





Is the Scene Secure...

When you ask us if the scene is secure, there is a delay in our answer to you.

Why is this?





Is the Scene Secure...

- The 7-Bravo operator cannot unplug their headset and leave their console to speak with the call taker, nor can they make the phone call themselves
- Another dispatcher or a supervisor must walk over to the call taking corral to ask the call taker if they believe the scene is secure.
- This call taker is likely taking the next 911 call, as they come in at about one per minute.
- Between the dispatcher or supervisor and the call taker, a discussion will be had to answer your question.
- Meanwhile, you are still responding to the scene of the incident.





Is the Scene Secure...

- In the radio corral, we do our best to add the police if we feel uncomfortable about what you are walking into, but
- We cannot always be in your shoes.





Is the Scene Secure...

- If you feel that you are not comfortable with the scene you are walking in to...don't ask.
- Do:
 - Advise the operator to add the police to the incident.
 - The ECC operator can complete this with a few CAD commands
 - What we need to know:
 - If you want the police "emergency" or "routine"
 - The nature of the request
 - If you are staging or going in





QUESTIONS?

#FRS.ECCDispatchFeedback@montgomerycountymd.gov



2019 MCFRS Line Officers Meeting