Memorandum

Date: July 31, 2009

To: Mayor Pro Tem Dwaine Caraway, Chair and Members of the Public Safety Committee

Subject: Communication & Technology Division

The Public Safety Committee will be briefed on the Communication & Technology Division on Monday, August 3, 2009.

Ryan S. Evans
First Assistant City Manager

Attachment

c: Honorable Mayor and Members of the Dallas City Council
  Mary K. Suhm, City Manager
  Deborah Watkins, City Secretary
  Tom Perkins, City Attorney
  Craig Kinton, City Auditor
  Victor Lander, Administrative Municipal Judge
  Jill A. Jordan, P.E., Assistant City Manager
  A.C. Gonzalez, Assistant City Manager
  Forest E. Turner, Assistant City Manager
  Dave K. Cook, Chief Financial Officer
  Helena Stevens-Thompson, Assistant to the City Manager Mayor/City Council Office

"Dallas, the City that works: Diverse, Vibrant and Progressive"
Communications and Technology Division

Eugene Campbell
Assistant Chief
Homeland Security Bureau

August 3, 2009
Purpose

• To provide the Council members of the Public Safety Committee an update on the Communications & Technology Division of the Homeland Security Bureau.

• To share future initiatives which will enhance service delivery followed by a tour of the Fire Dispatch Center.
Dallas Fire-Rescue implemented a new CAD system in August 2007. The following month we had technical problems which needed to be resolved.

Since then, we’ve made substantial progress to improve the system.

The future implementation of current initiatives such as Locution 5.9, VisiNet Mobile software and the new MDC’s should resolve the majority of current identified issues.
Fire Dispatch Capacity

- On June 10\textsuperscript{th}-11\textsuperscript{th}, the City of Dallas experienced a flash flood resulting in a significant increase in call volume.

- Fire Dispatch incidents processed:
  - June 4, 2009 from 0900–1600 hours = 243
  - June 11, 2009 from 0900–1600 hours = 851
Fire Dispatch Redundancy

• On June 28th, the City of Dallas had a planned power outage to replace UPS Equipment.

• The event affected dispatch operations for Fire, Police and 911.

• The three agencies functioned from the “Back-Up Dispatch” Center on June 18th for more than 9 hours.
Organization of Communications and Technology Division

Section Chief
Isaac McClellan

Fire Dispatch
1 Captain x 4 shifts

GIS

2 LT
9 Dispatchers x 4 shifts

Quality Assurance

CAD

IDS Team

Telecom Analyst

Training/Special Projects

Coordinator II
What happens when a citizen calls 911?

<table>
<thead>
<tr>
<th>Elements of Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call Processing</strong></td>
</tr>
<tr>
<td>Begins with the 911 call received, includes verification of information and concludes with dispatch of appropriate emergency response agencies.</td>
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</tbody>
</table>
Unit Assignment

- Units are dispatched based on closest proximity (Automatic Vehicle Locator) by the CAD.
- Locution program alerts companies at station.
- When a closer unit becomes available, the CAD notifies dispatch and the closer unit is assigned.
## Incident Volume

### Fiscal Year 2007-2008

<table>
<thead>
<tr>
<th>Total incidents = 193,299</th>
<th>530 average incidents per day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire only incidents = 38,899</td>
<td></td>
</tr>
<tr>
<td>EMS only incidents = 107,300</td>
<td></td>
</tr>
<tr>
<td>Incidents requiring both = 47,100</td>
<td></td>
</tr>
</tbody>
</table>
Incident Volume for Index Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Incident Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dallas</td>
<td>193,480</td>
</tr>
<tr>
<td>Chicago</td>
<td>491,389</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>399,230</td>
</tr>
<tr>
<td>Phoenix</td>
<td>302,877</td>
</tr>
<tr>
<td>OK City</td>
<td>72,000</td>
</tr>
<tr>
<td>Las Vegas</td>
<td>325,000</td>
</tr>
<tr>
<td>Houston</td>
<td>400,578</td>
</tr>
</tbody>
</table>

Fiscal Year 07/08
Initiatives

- ADAM (Apparatus Deployment Analysis Module): Helps decision-makers to assess challenges such as station relocation, disaster planning and Homeland Security directives and measures.

- CAD Analyst: Generate objective data concerning current response performance.

- LiveMUM (Move Up Module): Identifies gaps in coverage areas or changes in unit status. Provides dynamic coverage of the City.

- BARB (Box Area Response Builder): Generates recommendations for road and network-based running routes to every street address.
What Does This Mean to Citizens?

- State of the art computer aided dispatch systems which are:
  - Efficient
  - High capacity
  - Redundant

- A Fire Dispatch Center staffed with Fire Fighters/Paramedics, who are concerned, compassionate and sworn to serve the citizens of Dallas.
Questions

Tour of Fire Dispatch