

Memorandum

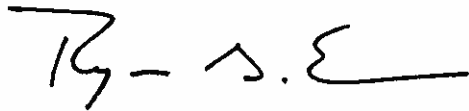


Date: July 31, 2009

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.



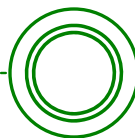
Ryan S. Evans
First Assistant City Manager

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 Fire-Rescue Department



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.



Computer Aided Dispatch System (CAD)

- 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.



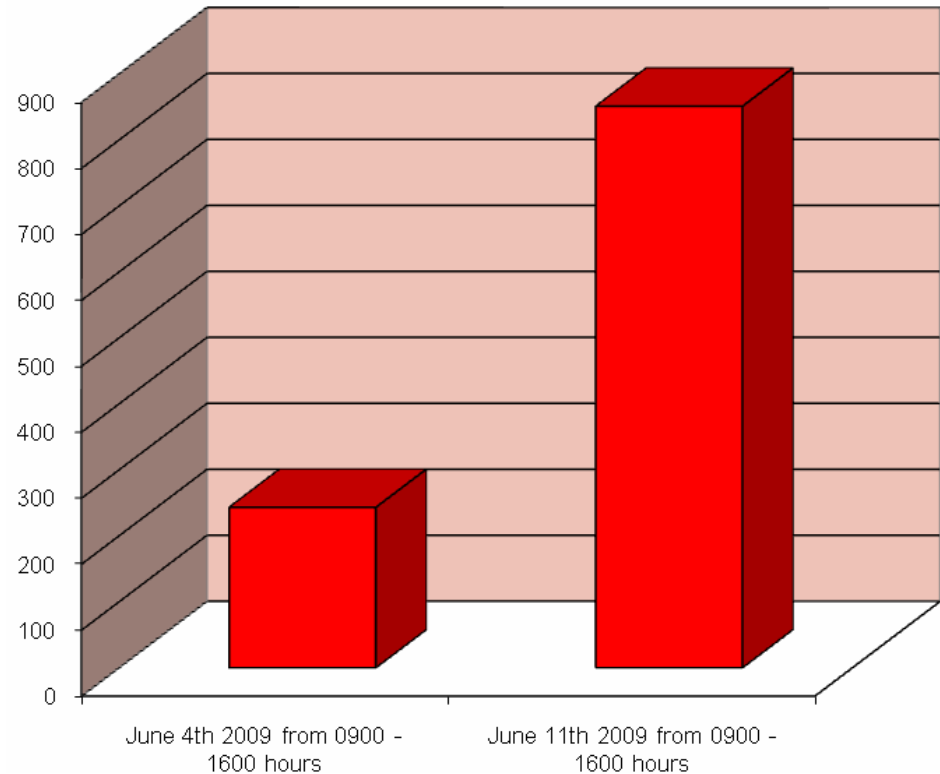
Fire Dispatch Capacity

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

Fire Dispatch - Incidents Processed

- Fire Dispatch incidents processed:

- June 4, 2009
from 0900–1600
hours = 243
- June 11, 2009
from 0900–1600
hours = 851





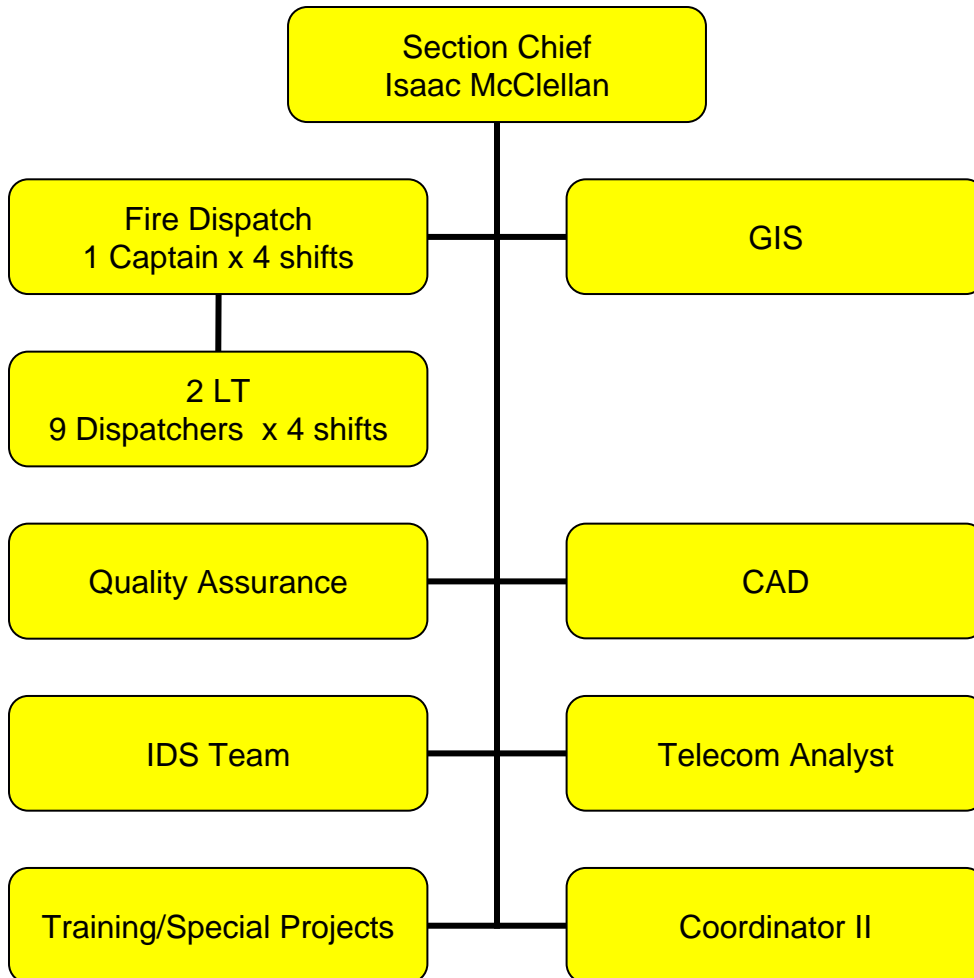
Fire Dispatch Redundancy

- 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





What happens when a citizen calls 911?

Elements of Response Time

Call Processing ➡

Begins with the 911 call received, includes verification of information and concludes with dispatch of appropriate emergency response agencies.

Turnout ➡

Begins with the receipt of the alarm and concludes when first apparatus leaves the fire station.

Travel

Begins when the first apparatus leaves the fire station and concludes when the first apparatus arrives on scene.



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.



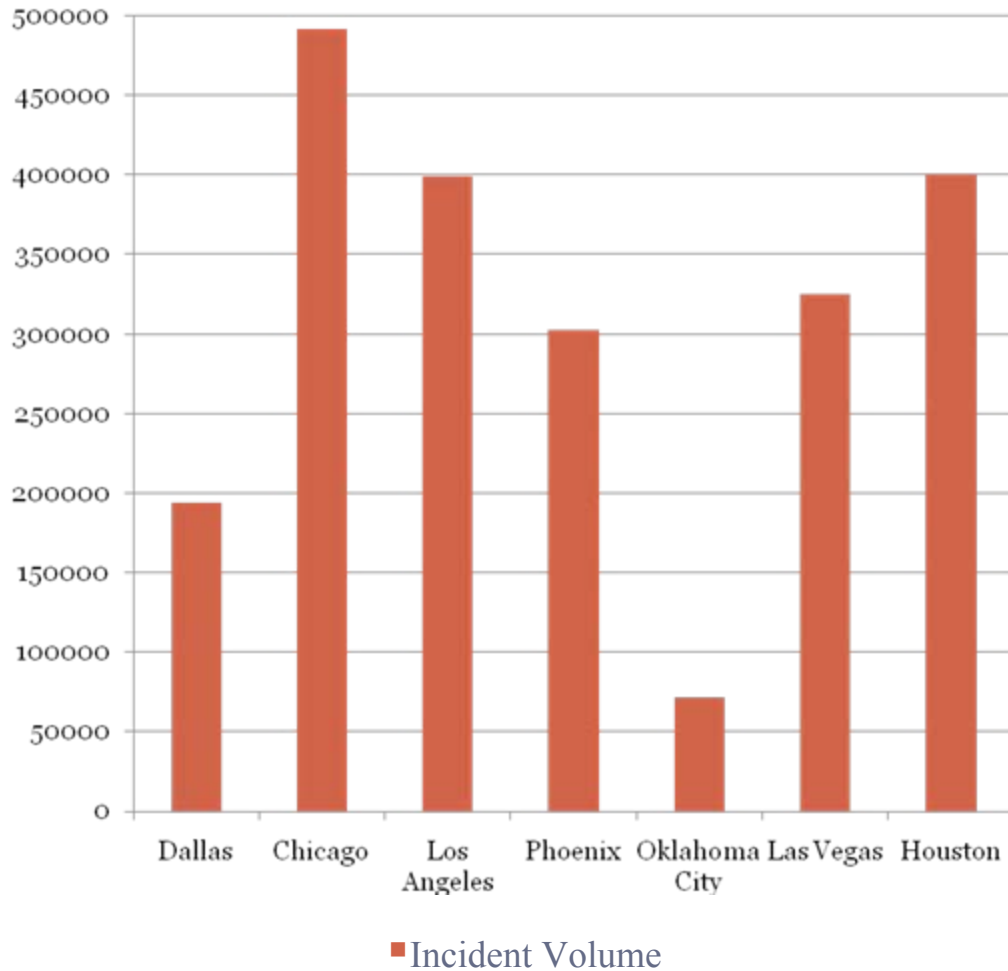
Incident Volume

Fiscal Year 2007-2008

- | | |
|--|--------------------------------------|
| <ul style="list-style-type: none">■ Total incidents = 193,299<ul style="list-style-type: none">◆ Fire only incidents = 38,899◆ EMS only incidents = 107,300◆ Incidents requiring both = 47,100 | <p>530 average incidents per day</p> |
|--|--------------------------------------|



Incident Volume for Index Cities



City	Incident Volume
Dallas	193,480
Chicago	491,389
Los Angeles	399,230
Phoenix	302,877
OK City	72,000
Las Vegas	325,000
Houston	400,578

Fiscal Year 07/08



Initiatives

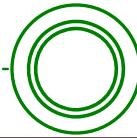
- ADAM (Apparatus Deployment Analysis Module): Helps decision-makers to assess challenges such as station relocation, disaster planning and Homeland Security directives and measures.
- CAD Analyst: Generate objective data concerning current response performance.
- LiveMUM (Move Up Module): Identifies 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