

District Dispatch Timeline

March 2020

- Met with ELI at Chief's retreat to discuss central dispatch, toning requirements, and needs as far as specific units to specific call types. Determined at that time that unit specific dispatching would not be doable. Number of stations would be doable.

Fall 2020

- Response recommendations sent in (station) and Station/BC toning requirements established

January 2021

- DC Cornwell, and DC Bright complete the initial zone mapping for the entire district.

February

- 2/1 – Dispatching zones renamed
- 2/8 – Testing scenarios with District response packages sent in
- 2/9 – Testing conducted appeared ok
- Mid February – response packages implemented
 - Began noticing inappropriate recommendations demonstrated persistent problem sending stations from across
- 2/23 - advised that there were coordinate issues with the software data transfer (acknowledge proximity issue) – *Reported that Spillman says set up should be ok.*
- 2/26 – Email to Amy requesting Spillman be evaluated for overall set-up by 3rd party consultant and give the system a “tune-up”
- End of the month, ProQA for EMS implemented

March

- 3/2 – Spillman reports they believe there is a software bug, proximity removed from fire sort for both Ellettsville and Monroe Fire in attempt to rectify issues. May have to switch back to old zones if not successful
- 3/2 – Chief Patton (EFD) asks about reducing total number of zones to help the issue
 - Reported that old zones are still in place in zones table as well as most recommendations. Would be easier to use these
- 3/4 – Recommendation sent in to change from any closest station to specific stations

- (zone 25H – St25, St24, S29, St22, BC22, BC29)
- New recommendations will not necessarily send closest units
- Does not rectify the original proximity issue
- 3/9 – stations entered by number to correct getting closest stations dispatched
- 3/10 – bug is in how the system calculates proximity...should be fixed with new patch
- 3/10 – Dispatch notified of another proximity issue with station24 being instead of station 22

April

- Early April, toning issues – difficulty with the location toning system
- 4/28 – 7 proximity related issues reported to dispatch

May

- Battalions are now start sending CAD issues directly on request from dispatch

June

- Recommendations are working unless something odd happens, then proximity issue reappears.
- 6/2 – reporting still no progress with Spillman
- 6/14 – contact information for Spillman/Motorola received for our own follow up

July

- 7/1 – Fire response recommendations for EMS calls (alpha through echo)
- 7/16 – EMS ProQA for fire is running.
- 7/26 – Still arguing with Motorola/Spillman about proximity issue
- Issue with squads getting dispatched into the city and elsewhere

August

- 8/4 – proximity issue likely to linger until bug repaired
- 8/5 – fixes applied for squad dispatching issues
- BC's should be proximity dispatched but may not be working as designed

September

- 9/7 – a reported band-aid applied to the proximity issue approximately two weeks previously
- 9/28 – working with Motorola / Spillman suggestions to fix closest station issue

October

- 10/4 – notified dispatch that station 24 dispatched to S. Old SR 37 (proximity issue remains)

November

- 11/1 – Identified that submitted CAD issues by our personnel are not shared immediately with the dispatch supervisors. All CAD issues submitted go to Eli
- 11/17 – When Eli Receives a CAD issue that is related to dispatchers or ProQA, it will be passed along by him to Amy for review and follow up

December

- 12/7 – Request for update on proximity issue (12 incidents since 10/24 related)
- 12/13 – Spillman suggests taking out specific station recommendations and let software pick (original set up), testing is set up in practice database
- 12/15 – testing results received (to be reviewed by Chief's / BC's)

2022

January

- 1/9 – Additional practice database testing requested
- 1/10 – results received
- 1/19 – Additional practice database testing requested after another proximity issue
- 1/25 – Approval given to change the recommendations in the MF29H and MF29NH zones
- 1/26 – old zones exist for individual apparatus in the system leftovers from MDT implementation
- 1/29 – Station 23 getting dispatched into 29 zone. Asked about potential database differences or corruption in the live data set.
- 1/31 - Coordinates repaired for station 23 in the live database as they were not the same as the ones in the practice database

February

- 2/1 – still working through the proximity bug stuff
- 2/2 – DC Cornwell and DC Bright completed a review of current dispatch recommendations and corrections were sent in where necessary – changes made

Summary

- Major accomplishments
 - Individual apparatus (BC's Only) and Station Tones all corrected
 - CAD reports that need to go for Dispatch review are being forwarded
 - Many issues have been rectified in a timely fashion directly through proactive education
 - Have begun work with getting closest stations dispatched (MF29 zone testing)
 - Recommendations have all been updated

- Major remaining issues
 - Do not have closest station being dispatched to all calls.
 - Do not have the closest Battalion Chief being dispatched
 - CAD issue forms are still not automatically sent to both the Dispatch supervisor, as well as the CAD administrator.
 - Do not have the ability to do unit specific dispatching
 - Do not have assigned radio frequencies on major incidents
 - Ambulance service uses the main dispatch frequency to talk on

- Recommended solutions
 - CAD / RMS administrator specifically for Fire and EMS at dispatch
 - Third party evaluation of the entire Fire and EMS set up within Spillman
 - Implementation of cross-staffing and apparatus ghosting in order to achieve unit specific dispatching for the county
 - Allows us to ensure that the desired apparatus is attached to and responding to all calls.
 - Revise the CAD form (google form) to be sent to multiple recipients in order for all dispatch issues to get handled as promptly as possible by the correct party
 - Implementation of assigned radio talk groups

Dispatch Reports by Staff 11/17 -12/31: 41

Related to proximity (closest station): 19

Other Responses received: 15