Charleston County Consolidated 9-1-1 Center
Director’s Update for May, 2010

Transition Planning

North Charleston Consolidation

The North Charleston Dispatchers continue their training in Emergency Telecommunicator (ETC), Emergency Fire Dispatch (EFD), Emergency Medical Dispatch (EMD) and Emergency Police Dispatch (EPD). This has been a slow process because we have had to consider shift coverage as well as training.

Tonia Mallette has transitioned into her role as an Operations Floor Supervisor. Tonia and Operations Floor Supervisor Jackie Brathwaite have been working together to have a better understanding of Consolidated 9-1-1 Center operations and North Charleston operations.

On May 13, 2010 at approximately 9 am we will begin the process of moving the North Charleston Telecommunicators into the Consolidated Center room. North Charleston will continue to operate as a co-located center within the Consolidated Center. Once the TriTech CAD update is completed, North Charleston staff will be transitioned into the Consolidated Center operations.

Transition Schedule

The following table shows the current agency transition schedule. These dates are tentative and flexible but provide a roadmap of where we need to get in order to reach full consolidation. Please note that there have been some changes made to this schedule.

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<thead>
<tr>
<th>Month/Year</th>
<th>Agency</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Current</td>
<td>Charleston County Sheriff</td>
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<tr>
<td></td>
<td>Charleston County EMS</td>
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<tr>
<td></td>
<td>Charleston County Rescue</td>
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<td></td>
<td>Awendaw Fire</td>
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<td></td>
<td>St. Paul's Fire</td>
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<td></td>
<td>Lincolnville Fire</td>
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<td></td>
<td>Lincolnville Rescue</td>
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<td></td>
<td>Lincolnville Police</td>
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<tr>
<td></td>
<td>Dewee's Island Fire</td>
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<tr>
<td></td>
<td>N. Charleston Police</td>
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<td></td>
<td>N. Charleston Fire</td>
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<td></td>
<td>St. Andrews Fire</td>
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<td></td>
<td>Folly Beach Public Safety</td>
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<td></td>
<td>(PD &amp; FD)</td>
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### Facilities

**Building Status**

We continue to review and modify schematic drawings presented by the architects. We have settled on a schematic that will have the 9-1-1 Operations Floor and the Emergency Operations Center (EOC) on the second floor. Surrounding these rooms will be the offices that interact with 9-1-1 Operations on a daily basis.

Offices such as the Director, the Deputy Director, QA Supervisor and Technical Staff will be located on the first floor. Because this group of personnel will have more outside visitors we want to locate their offices on the first floor and away from critical operations.

The building is being designed with several layers of security to ensure that people only have access to areas for which they are authorized. Security will include a perimeter fence, secured parking for staff, separate staff entrance, card key access and several security doors within the building.

The building does include locker rooms, showers, exercise area, commercial kitchen, dining area, and several dorm rooms.

After a review meeting on May 6th the schematic (once modified with comments from that meeting) should be available for review by the Board and dispatch staff.

### Human Resources

**Consolidated Center Staffing**

We are currently advertising for the following positions:

- Dispatcher (positions open 12), position closes 06-30-10

We have recently filled the following positions:

- GIS Specialist – Matt Hibler
- CAD Administrator – Amy Smith
- Administrative Assistant – Kristin Richards
We are in the process of interviewing for:

- Deputy Director
- Training Supervisor
- Quality Assurance Supervisor
- Telecommunicators

We will be posting for the following positions in the near future:

- Operations Floor Supervisor
- Shift Supervisor
- Training Specialist
- Quality Assurance Specialist

Telecommunicators and Supervisors of member agencies are encouraged to apply for all open positions for which they are qualified. Charleston County and the Consolidated Dispatch Board have agreed that a Telecommunicator or Supervisor currently working for a member agency selected to fill a vacant Consolidated Dispatch Center Supervisor position is entitled to the same benefits at the time of hire as if they were transitioning with the entire agency. This does NOT include vacant Consolidated Center Dispatcher positions. As an example, if you work for a member agency and apply for and are hired as a Shift Supervisor you will be hired with your longevity and leave benefits as recently outlined and included in the February 16 Director's Report.

The Temporary Telephone Operator (TTO) program has concluded. We used the TTOs to help with the administrative/non-emergency call volume in the room for several months. As the Call Takers became more comfortable with their new roles we were able to resume normal. If the need arises we will implement this program again.

For more information on open positions please go to the Charleston County Website.


**Consolidated Center Flu Season Protective Measures**

Thank you to all of the Telecommunicators who took advantage of H1N1 flu shots and the other preventative measures that were put in place. This allowed us to avoid a massive “sick out” which would have been detrimental to all of our operations. If you think that it could not happen to us… it did happen to one PSAP here in South Carolina.

If you have not had an H1N1 Flu vaccine I encourage you to do so.

According to the Center for Disease Control (CDC), “Flu activity is low nationwide; however small numbers of 2009 H1N1 viruses continue to be reported. According to the April 18-24 FluView, flu activity in the United States declined from last week and is falling across all key flu indicators. Sporadic flu activity, caused by either 2009 H1N1 or seasonal flu viruses, may continue throughout the summer in the United States.”

**Training**

There are no classes scheduled for May or June at this time. It is possible there will be a 40 hour Emergency Telecommunicator Course (ETC) in June but we are waiting on a group of new hires before scheduling that course.

We expect to run EPD, EFD and EMD courses in July.

For more information about attending a course please contact Pat Jones at 202-6505.
Technology

**CAD System**

The TriTech CAD project is nearing completion. A go-live date has been set for June 22, 2010. There are many factors that could impact that date but at this time it appears that we will be ready.

CAD Training on the new system is taking place during the months of May and June. After North Charleston Telecommunicators are moved into the Consolidated Center on May 13th, staff will convert their former center into a training room. CAD training and Telecommunicator classes will be conducted in this Training Room which will allow us to conduct training in a more efficient and effective manner.

**ProQA**

ProQA software is in use at the Consolidated Center. This allows our Call Takers to process calls using Emergency Police Dispatch Protocols, Emergency Fire Dispatch Protocols and Emergency Medical Dispatch Protocols.

Our Call Takers have done an outstanding job using this system especially in light of the fact they are using it on two separate CAD systems. The ProQA software is fully integrated into the TriTech CAD system. For law calls received in the Consolidated Center, the ProQA information is “cut and pasted” into the GEAC CAD incident.

**Project Seahawk**

We are still waiting for the 2008 Port Security Grant to open. The Consolidated Center is working with local agency partners and Project Seahawk on an application for that Grant.

Partners in this grant are seeking the following:

- Extend the TriTech CAD to agencies that will not be coming into the Center until July 2012 (i.e., Mt. Pleasant Police, Isle of Palms Police, City of Charleston Police, James Island Fire)
- Purchase Mobile Data software, mobile data computers and servers that would allow any and all member agencies to be on the TriTech Mobile Data system
- Various other items still being worked on

**9-1-1 CPE RFP**

Kimball Consulting has been working with the Consolidated Center to develop a Request for Proposal (RFP) for vendors to provide 9-1-1 Customer Premise Equipment (CPE). This RFP is almost complete. We would like to open the RFP during June/July 2010.

The successful bidder on this RFP will provide the new 9-1-1 phone equipment to be used in our new building.

Operations

**Consolidation Progress**

Since January 4, 2010 we have been building the staffing model that we will use going forward. It has been a slow process due to the amount of training and the lack of staff. We have made great progress. But our progress is due to the great men and women who work in our Center. They have put in many hours and have personally committed to the success of the Consolidated Dispatch Center. I cannot thank them enough for what they have done.

The Consolidated Center Staffing Model currently consists of Call Takers, Law Dispatchers, a Fire Dispatcher (additional Fire Dispatcher during peak times), an EMS Dispatcher and Shift Supervisors. By separating these functions we are creating a more efficient Center that provides for a higher degree of responder safety. Instead
of a Telecommunicator answering phones and radios for police, fire and medical all at the same time we have implemented a system that allows for focused attention.

Our Staffing Model for July 2010 builds upon that system. We will incorporate a Fire/EMS Response Coordinator. Upon receipt of a fire and/or medical call, the Call Taker will process the call and stay on line with the caller. At the point of dispatch, the information will be sent via CAD to the Response Coordinator. The Response Coordinator’s job is to tone/notify the appropriate agencies; assign a radio channel and then assign the call to the appropriate Fire or EMS Dispatcher. This will ensure that the appropriate units are sent in a timely manner and that the same message provided to one agency is also provided to the all agencies involved.

The Staffing Model for July 2010 also includes Multi-Function Dispatchers. These positions will be trained and certified as Call Takers, Law Dispatchers, Fire Dispatchers and EMS Dispatchers. They will take on the role of filling the gaps where needed. Whether it is for a Call Taker on lunch break or a major structure fire, the Multi-Function Dispatcher will be ready to step in at a moments notice.

### Consolidated Center Staffing Model
**For July 2010**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Number of Persons Needed</th>
<th>Comments</th>
</tr>
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<tbody>
<tr>
<td>Call Takers</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Law Dispatchers</td>
<td>5</td>
<td>CCSO, FB, NC</td>
</tr>
<tr>
<td>Fire/EMS Response Coordinator</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Fire Operations Dispatcher</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>EMS Operations Dispatcher</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Multi-Function Dispatchers</td>
<td>2</td>
<td></td>
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<tr>
<td>Shift Supervisors</td>
<td>3</td>
<td></td>
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<tr>
<td><strong>Total Per Shift</strong></td>
<td><strong>20</strong></td>
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### Fire Communications Policy Workgroup

The Operations Committee Fire Communications Workgroup continues to meet regularly. Although the initial work is done by this Workgroup, prior to final approval, the procedures are reviewed by:

- Consolidated Dispatch Accreditation and Best Practice Review Panel
- Consolidated Dispatch Operations Committee
- All Consolidated Dispatch Associated Law, Fire and EMS Chiefs
- The Consolidated Dispatch Board

The following policies/procedures were approved by the Board on 04-13-10:

- Code of Ethics
- Unit Recommendation for Non-Valid Address
- Media Policy
- Chaplain Notification
- In-Service Training

### Law Unit Number Workgroup

The Law Unit Numbering Workgroup is currently working on developing options for a standardized unit numbering format for all law agencies in Charleston County. This Workgroup is made up of representatives from all eight law agencies in Charleston County, chosen by their Chiefs.
National Telecommunicator Week 2010

We celebrated National Telecommunicator Week this year with a three day training event. Two days of training occurred at the North Charleston Police Department and one day occurred at the Goose Creek Police Department. Over 70 Telecommunicators from 3 counties participated in the events.

Consolidated Dispatch Center Administrative Assistant Kristin Richards organized the events that included agencies in Berkeley and Dorchester Counties. The intent was to celebrate with our neighbors in the Tri County area that we often work with but may never have an opportunity to meet.

Training was provided by local and national instructors on topics such as “Liability Issues in the 9-1-1 Center”, Bullying in the 9-1-1 Center, Suicide and Crisis, Suicide Intervention for Telecommunicators, and Understanding Generational Differences.

Thank you to Kristin and everyone who participated!

Additionally, Consolidated Dispatch Board members and Chiefs provided funding from their jurisdictions to pay for lunches and refreshments for the two training days hosted by North Charleston. This was greatly appreciated! The Board also enjoyed joining the Dispatchers for lunch on April 13 and providing some special recognition certificates. They are very proud of the hard work done by all of our dispatchers!