

TRICOM CENTRAL DISPATCH

Welcomes
The St Charles Citizens Police
Academy



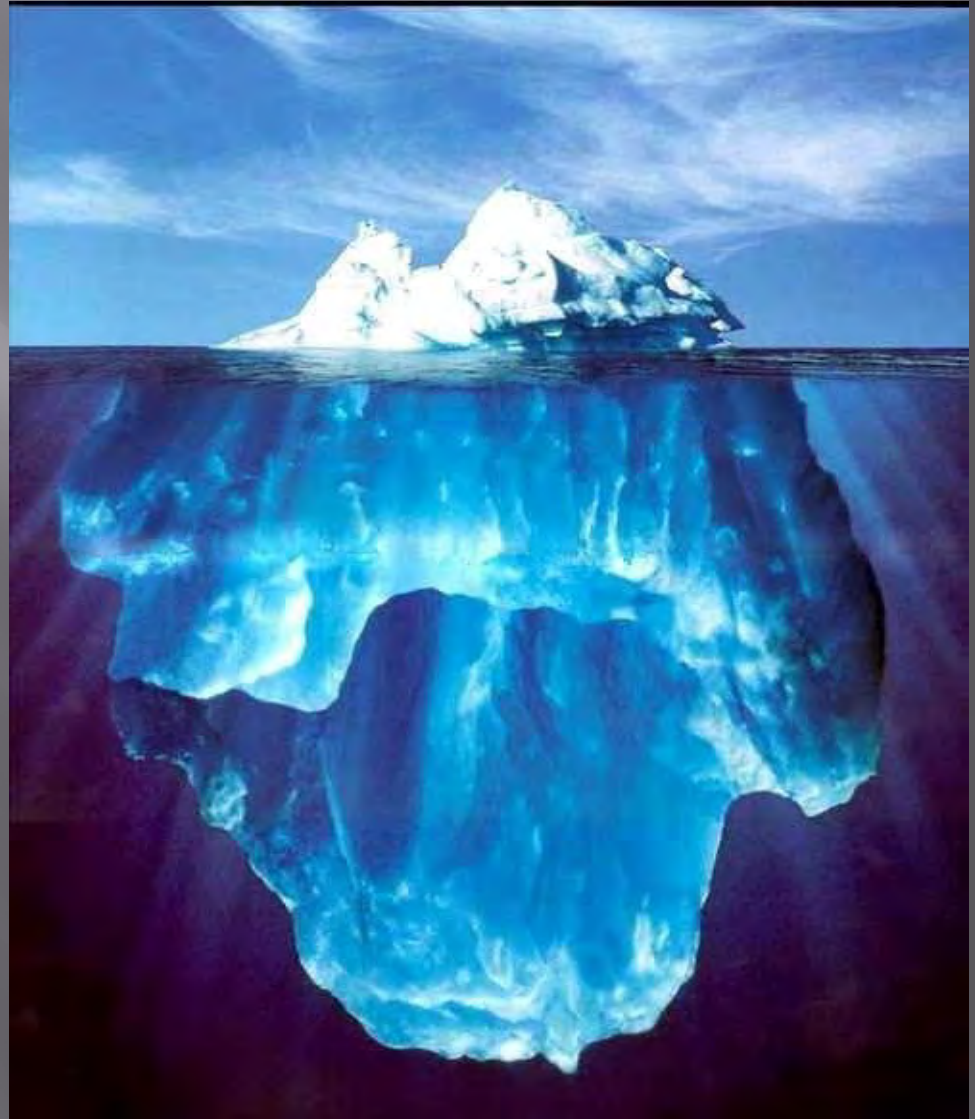
St Charles Citizens Police Academy

- Instructors: Jim Jones, Training Coordinator
Alyssa Chudzick, CTO
- *One Rule: ASK QUESTIONS!!!!*



Perception of 911

Only 10% of 911 is visible, the other 90% is behind the scenes. The actual Emergency or call is the visible 10%. The other 90% is the activity that occurs behind the scenes such as secondary Communications, Computer Maintenance, Training, Agency Response Coordination, Data entry, Prioritizing, etc...



Purpose and Goals

- ▣ To give you an overall look at the 911 profession and TriCom
- ▣ To give you a better understanding of what TriCom is and does
- ▣ Discuss what is required to work at TriCom/
Training involved
- ▣ Discuss why we do things the way we do them

Agencies Served

- ▣ St Charles
 - Police, Fire and EMS
- ▣ Geneva
 - Police, Fire and EMS
- ▣ Batavia
 - Police, Fire and EMS
- ▣ Elburn
 - Police, Fire and EMS



Agencies Served

- ▣ North Aurora
 - ▣ Fire and EMS



- ▣ Sugar Grove
 - ▣ Police, Fire and EMS



A Little More About TriCom

- ▣ Population served – 125,000-300,000
- ▣ Area covered - 240 square miles
- ▣ Calls (2012)
 - 104,177 inbound/outbound calls
 - Total Calls for Service 82,470
 - 37,303 of those came in on 911
- ▣ Budgeted for
 - 21 Full Time Staff
 - ▣ Director
 - ▣ Deputy Director
 - ▣ Training Coordinator
 - ▣ CAD Administrator
 - ▣ 3 Supervisors
 - ▣ 15 Telecommunicator's
 - 5 of which serve as CTO's
 - 2 Part Time Staff
 - ▣ IT
 - ▣ Administrative Assistant



A Little More About TriCom

- ▣ Day Shift 3 people minimum
 - 7:15am-3:15pm
- ▣ Evening Shift 3 people minimum
 - 3:15pm-11:15pm
- ▣ Midnight Shift 3 people minimum
 - 11:15pm-7:15am
- ▣ Swing Days
 - 11:15am-7:15pm
- ▣ Swing Eves
 - 7:15pm-3:15am

Who we are & What we do

- ▣ We are the first-first responders. The first on the scene when we answer a call
- ▣ This initiates a chain of events that can be simple or complex depending on the nature of the incident
- ▣ What we do are the behind the scenes actions; initiating, monitoring, updating, etc...

What we do

- ▣ What are the behind the scenes actions?
 - Radio Communications
 - ▣ Update and Relay
 - Unit Status
 - ▣ Update – Assign – Send back up
 - LEADS/NCIC
 - ▣ Bad guys – Stolen items – Entries
 - Emergency Medical Dispatch (EMD)
 - ▣ Medical Instructions
 - Phone Calls/Notifications
 - ▣ Tows – Utilities – Taxis – Other agencies
 - Accessing other independent operations and systems

Getting Hired



- ▣ Application
- ▣ Orientation
- ▣ Written Test/Personality Test
- ▣ Typing Test
 - 40 wpm minimum-80% accuracy
- ▣ Simulation/Multitasking Test
- ▣ Drug Test/Physical Examination/Hearing Test
- ▣ Polygraph
- ▣ Background Investigation
- ▣ Psychological Examination
- ▣ Sit Along
- ▣ Interview Panel



TriCom Training

- ▣ It takes 27 weeks of training for a new hire to get off training:

- Five Phases

- ▣ Phase I – Classroom 3 Weeks
- ▣ Phase II – Call Taking 8 weeks
- ▣ Phase III – Police Radio/Dispatching 7 weeks
- ▣ Phase IV – Fire Radio/Dispatching 8 weeks
- ▣ Phase V – Shadow Period 1 day-1 week

- During the training process the new hire is constantly monitored by the Training Coordinator and Communications Training Officers (CTO's)
 - ▣ The new hire and trainer are plugged into together at all times

TriCom Training

- ▣ During the training period, new hires are expected to learn many things including, but not limited to:
 - All in-house TriCom Directives
 - How to work all computer systems
 - How to process all types of emergency and non-emergency calls
 - How to handle/process radio communications for police, fire and EMS
 - How each of the 4 cities respond to all the different types of calls

TriCom Training

- ▣ Continuing Education
 - Just because you're on your own doesn't mean your done training
- ▣ Con-Ed is required for all of our Telecommunicators throughout their career

Con-Ed can consist of:

Training Officer
Certification

Crisis Communications

Legal Updates

Technology Updates

In-Progress Call Handing

Handling Stress

School Shooter

LEADS recertification

EMD recertification

Suicide Prevention

Handling Domestics

Hostage Negotiation

Terrorism

Severe Weather

Supervisory Issues

CISD

How 911 Works

- ▣ Your location determines where the call goes
 - In the city verses unincorporated
 - Cellular is different then landline
- ▣ We get the call
 - Process the call
 - Transfer if needed
 - Refer if needed
- ▣ The appropriate response is sent based on information provided by caller



What We Need

- ▣ Location!
- ▣ Address
- ▣ Business Name
- ▣ Intersection
- ▣ Hundred Block

- ▣ Location is the single most important piece of information we can get



What We Need

- ▣ What? Accident, fire, weapons, suspicious vehicle
- ▣ When? Few hours ago, yesterday, just now!
- ▣ Who? Stranger, mom, dad, sister, brother, etc...
 - Your name
 - Your callback number
- ▣ How? Fell? With a knife? on purpose? On accident?
- ▣ Other Essential Information?
 - Weapons? Intoxicated?

Why so many questions?

- ▣ Responder Safety
- ▣ Painting the Picture
- ▣ Proper Record Keeping
- ▣ We are required by Directive to ask

When to Call 911

- ▣ When there is a threat to life
- ▣ When there is a threat to property
- ▣ When in doubt, call 911!

When NOT to call 911

- ▣ Power Outages
 - Exceptions
- ▣ Tornado Siren Activations
 - Exceptions
- ▣ Not knowing how to cook a Turkey

Cellular vs. Landline 911

- ▣ Landline
 - Hardwired
- ▣ We are Getting
 - Location/ Address
 - Call back number
 - Name
 - Responsible Agency or Agencies



Cellular 911

- ▣ Phase 0
- ▣ Phase I
- ▣ Phase II-February 2006
 - GPS
 - Tower Triangulation
- ▣ In 2012 60.77% of 911 calls Tri-Com received were cellular



Cellular 911

- ▣ This is not an exact science
 - FCC requires that plotting be accurate between 50-300 meters depending on technology being used
 - ▣ GPS – Global Positioning Satellite
 - ▣ Tower - Triangulation
 - 50 meters is about 164 feet
 - 300 meters is almost 1000 feet
- ▣ **Know your location!**

Cell Towers



Cell Towers



Issues Facing 911

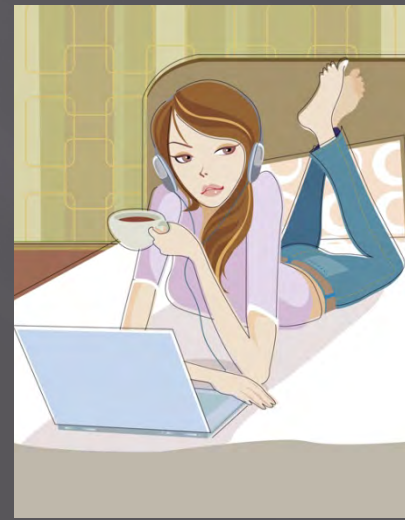
▣ VoIP

- Voice over Internet Protocol (VoIP), is a technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.



VoIP

- ▣ It may be difficult for some Internet Voice services to seamlessly connect with the 911 dispatch center or identify the location of Internet Voice 911 callers
- ▣ Some VoIP providers do not charge 911 fees on their phone bills.
- ▣ Your calls may not come up on 911 lines, but rather 7 digit lines that are lower priority.



Issues Facing 911

- ▣ Turnover is at 19% (national rate)
 - Some metropolitan areas are in the 25-35 percentile or higher
 - The average Telecommunicator lasts 3 years
 - Turnover is caused by:
 - ▣ High stress work conditions
 - ▣ Little to no acknowledgement by other public safety professionals for the work they do
 - ▣ Poor work environments
 - ▣ Lack of skills needed to succeed
 - ▣ Low wages
 - ▣ Little to no training



Issues Facing 911

- Our current economy is not helping matters
 - No new hiring
 - Low staffing means more work for everyone else
 - States raiding 911 funds (Including Illinois)
 - Budget Cuts - Staffing Cuts
 - More people switching to cell and VoIP which has lower 911 surcharge fees
- Rotating work schedules/shift work and mandatory overtime/abundant amounts of overtime.



NG911

- ▣ This is where communication based technologies will be IP based
- ▣ 911 centers will be able to receive:
 - Text messaging
 - Video/Picture messages
 - Email
- ▣ Our CAD system will be linked with other PSAP's regionally, perhaps even statewide or nationally – beyond our current NCIC capabilities

Questions?

- ▣ Anything you want to discuss?

Tapes and Tour

- ▣ Audio examples
- ▣ Tour of TriCom
 - CAD system
 - Phone system
 - Radio system
 - Mapping resources

Audio

- ▣ St Charles, 1987 Gutierrez shooting
- ▣ 2 Officers injured
 - Officer Finley
 - Officer Brandenburg

Any Other Questions?

▣ TriCom Tour

