

Rochester Hills Fire Department Communications Center Overview



History

- Avon Township Station 4
- City Hall
- Public Safety Building
- Addition to Public Safety Building

Staffing

- Supervisor of Communications
- Communications Coordinator
- Dispatchers
 - Dispatchers
 - Call Takers

Staff Years of Service

<u>Position</u>	<u>Date of Hire</u>
901 Supervisor of Communication Systems	04/81
908 Dispatcher	07/98
906 Communications Coordinator	05/99
907 Dispatcher	11/99
909 Dispatcher	06/00
912 Dispatcher	12/00
913 Dispatcher	04/01
914 Dispatcher	12/02
916 Dispatcher	08/04
918 Dispatcher	02/06

Required Training

- Emergency Medical Service
- Fire Service
- Communications

Dispatch Position



Calltaker Position



Support Position #3



Technologies & Equipment

- Computer Aided Dispatch (CAD)
 - Allows electronic tracking and processing of units and Incidents.

911 System

- 911 Lines
- Landline
- Wireless
- VOIP

Technologies & Equipment

Power 911



Technologies & Equipment

- **Language Line** - Is a translation service used by the Center to assist them with foreign speaking callers needs.

Radio Consoles

OLD STYLE



New CRT Consoles



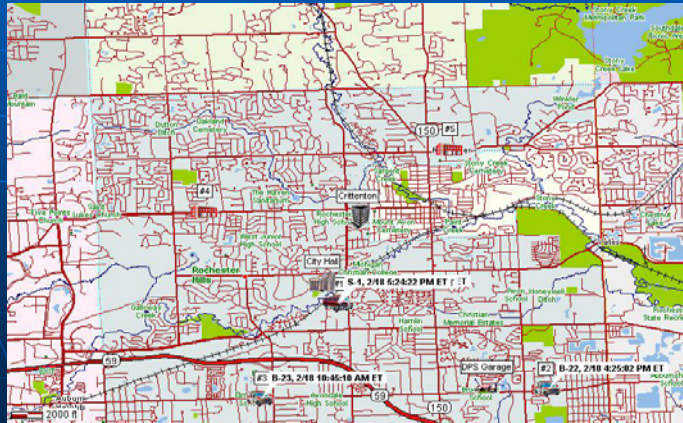
Technologies & Equipment

OpenSky Radio System



Technologies & Equipment

- Automatic Vehicle Locators (AVL)



Technologies & Equipment

- Pictometry Visual Intelligence



Technologies & Equipment

- Pictometry Visual Intelligence



Technologies & Equipment

- Pictometry Visual Intelligence



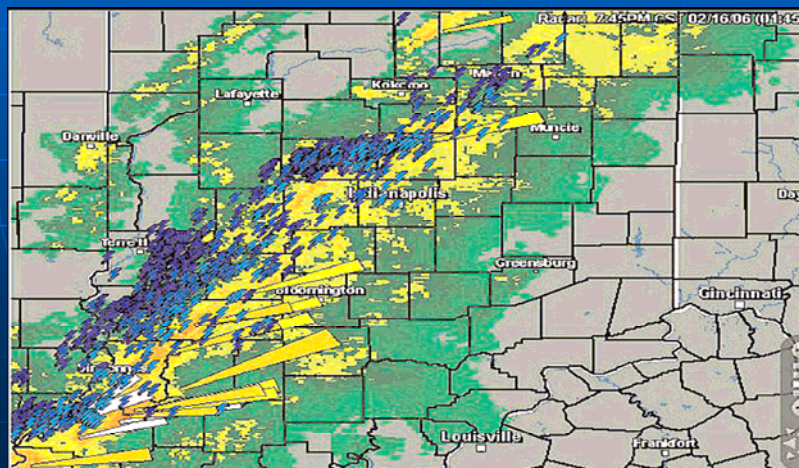
Technologies & Equipment

- Pictometry Visual Intelligence



Technologies & Equipment

Meteorlogix Satellite Radar



Technologies & Equipment

Knox System



Technologies & Equipment

S.C.A.D.A. Operations



Technologies & Equipment

DTE Online
AM Radio Alert System
Code spear Alerting
RH Burning Permit Database
FastSearch

**SUPPORT
EQUIPMENT**

Recording Equipment



SUPPORT EQUIPMENT



Back up Center



U.P.S. Systems



SUPPORT EQUIPMENT

- The Center has three AT&T cell phones directly wired into the main phone panel should the wired lines go down.
- Additionally, the Center has a Nextel for added communications ability.

SUPPORT EQUIPMENT

- The Center has two HVAC sources to supply heating and ventilation needs. The primary HVAC supplies only the Communication, and should it fail the main building HVAC system can be diverted to supply HVAC needs.

REFERENCE MATERIAL

STATS & SERVICES PROVIDED

Rochester Hills Communication Center Stats

YEAR	1999	2000	2001	2002	2003	2004	2005	2006	2007
Wired Emergency calls	13,535	12,671	11,768	11,800	11,887	11,215	10,448	10,634	
Wireless Emergency calls			No Data	No Data	No Data	No Data	604+		
Non-Emergency calls incoming	11,181+	23,246	20,857	21,238	26,108	25,708	23,811	21,556	
Outgoing calls	8432+	18,446	17,749	16,198	14,302	15,028	15,207	12,248	
Average Answer time	5.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0	
Incidents Dispatched for RHFD	3,414	3,428	3,602	3,686	4,135	4,125	4,133	4,530	
Incidents Dispatched for OTFD	363	372	362	436	538	500	545	600	
Rochester Hills Population		68,825							
Oakland Twp Population		13,071							
Service area	Over 68 Square Miles								

Rochester Hills Communication Center		
Tasks – Assignments - Duties - Responsibilities - of the Center		
RHFD ISSUES	OTFD ISSUES	CITY ISSUES
DISPATCH FD AND EMS TO CALLS	DISPATCH FD AND EMS TO CALLS	MONITOR ALARMS FOR CITY BLDGS AND PROPERTIES
EMD ALL MEDICAL CALLS	MONITOR LOCAL AREA FD'S FOR SITUATIONS WE MAY NEED TO ASSIST	MONITOR SCADA SYSTEM AND NOTIFY DPS OF PROBLEMS
ANSWER ALL LANDLINE 911 CALLS FOR THE CITY AND DETERMINE IF THEY ARE FIRE/POLICE/EMS	MONITOR LOCAL WEATHER CONDITIONS	AFTER HOURS ANSWER POINT FOR WATER/SEWER PROBLEMS FROM CITIZENS AND NOTIFY DPS
Provide data reports and recordings of calls for the Fire Chief	LOG TIMES FOR UNITS ON CALLS AND FAX MANUAL REPORTS	AFTER HOURS ANSWER POINT FOR MISS DIG AND DPS NOTIFICATIONS
MONITOR LOCAL AREA FD'S FOR ANY SITUATIONS WE MAY NEED TO ASSIST	ACT AS AFTER HOURS INFORMATION AND ASSIST PUBLIC WITH QUESTIONS	AFTER HOURS ASSISTANCE FOR THE PUBLIC THAT CALL ASKING FOR ASSISTANCE OR INFORMATION ON CITY GVT. ISSUES
PROVIDE DETAILED DIRECTIONS / HYDRANT LOCATIONS / PREMIS DATA / BUSINESS INFORMATION / SITE SPECIFIC INFORMATION TO RESPONDING UNITS	POINT OF CONTACT FOR BURNING COMPLAINTS	MONITOR LOCAL Wx CONDITONS & NOTIFY CITY OFFICES AND PARKS OF SEVERE Wx
ANSWER GENERAL BUSINESS LINES FOR THE FD AND ASSIST THE PUBLIC OR PERSONNEL AS NEEDED	CONDUCT DAILY PAGER TEST	MONITOR LOCAL GVT. RADIO AND ASSIST FIELD UNITS AND DISPATCH ASSISTANCE AS REQUIRED
SEND ADMIN INFO PAGES ADVISING COMMAND OF ISSUES HAPPENING IN THE AREA	MAINTAIN LIST OF HOSPICE PATIENTS	COORDINATE COMMUNICATIONS FOR CITY EVENTS, PARADES, FESTIVAL OF THE HILLS

Rochester Hills Communication Center		
Tasks – Assignments - Duties - Responsibilities - of the Center		
RHFD ISSUES	OTFD ISSUES	CITY ISSUES
UPDATE CITY MAPS AND INFO BOOKS	RUN DAILY, WEEKLY, AND MONTHLY REPORTS FOR THE CHIEF AND PROVIDE INSTANT CAD DATA ON AN INCIDENT WHEN REQUESTED	TDD ANSWER POINT FOR CITY BUSINESS
MONITOR LOCAL Wx CONDITIONS AND NOTIFY IF SEVERE	CONTACT O.C. DRAIN COMMISSION FOR WATER EMERGENCIES	PROVIDE A KNOWLEDGEABLE LEVEL OF SERVICE SPECIFIC TO THE NEEDS AND REQUIREMENTS OF OUR CITY
MONITOR BLDG TO MAINTAIN SECURITY THROUGH DOOR PANEL ALARMS AND CAMERAS	PROVIDE DETAILED DIRECTIONS / HYDRANT LOCATIONS / PREMIS DATA / BUSINESS INFORMATION TO RESPONDING UNITS	
ASSIST WALK INS WITH DIRECTIONS	UPDATE CITY MAPS AND INFO BOOKS	
LOG IN AND OUT VISITORS TO THE BUILDING AND NOTIFY THE ADMIN OFFICE OF VISITORS	EMD ALL MEDICAL CALLS	
LOG TIMES FOR UNITS ON CALLS AND PROVIDE MANUAL REPORTS TO FF'S ACT AS AN INCIDENT DISPATCHER AS MAY BE REQUIRED		
MAINTAIN LIST OF HOSPICE PATIENTS		
MONITOR STATUS OF LOCAL HOSPITALS		
ACT AS AN INCIDENT DISPATCHER AS MAY BE REQUIRED		

Rochester Hills Communication Center		
Tasks – Assignments - Duties - Responsibilities - of the Center		
RHFD ISSUES	OTFD ISSUES	CITY ISSUES
RUN DAILY, WEEKLY, AND MONTHLY REPORTS FOR THE CHIEF AND PROVIDE INSTANT CAD DATA ON AN INCIDENT WHEN REQUESTED		
CONDUCT DAILY PAGER TESTS		
ASSIST CITIZENS USING BUILDINGS AFTER HOURS FOR MEETINGS		
ASSIST INSPECTORS TRACKING TIMES FOR ALARM TESTS		
DISPATCH POINT FOR NORTH OAKLAND HAZMAT AND INCIDENT MANAGEMENT TEAM		
KNOWLEDGEABLE ON CITY COVERAGE REQUIREMENTS AND MOVE AND REQUEST MUTUAL AID FOR CITY COVERAGE WHILE MAJOR INCIDENTS ARE HAPPENING		
TRACKING OF POC'S WHO CALL IN FOR BRAVO MANNING		
PROVIDE REMOTE FIRE STATION ACCESSABILITY TO FIREFIGHTERS AND CONTRACTORS REQUESTING ACCESS TO REMOTE STATIONS		
ENTER BURN PERMITS INTO TRACKING DATABASE FOR REVIEW ON COMPLAINT		
CONTROL POINT FOR WEEKLY FIRECOMM		

Additional Questions