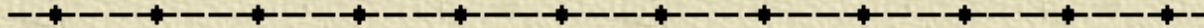


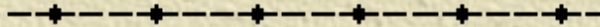


Orlando Fire Department Communications



Overview

September 2005



Uniqueness of Our Center:

- ✦ Quality of Service
- ✦ Operations
- ✦ Training
- ✦ Technology
- ✦ Shared Facility

Operational Differences:

- ✦ Every fire department has set up their operational policies to best serve the areas they operate within.
- ✦ Orlando Fire Communications' operations coincide with the Orlando Fire Department's Standard Operational procedures.

Technology Differences:

- ✦ Most Communications Center within the tri-county area use a different computer aided dispatch (CAD) and technology systems.
- ✦ Orlando Fire uses the Motorola Printrak CAD system.
- ✦ Printrak CAD was implemented in 2002 at a cost of \$9 million.
- ✦ The cost to replace or integrate this system with other CAD systems would be significant.

New Hire Training Program:

- ✦ Standardized Training Program
- ✦ Trainees evaluated against the Department standards
- ✦ Trainees must demonstrate both the knowledge and the ability to meet those standards
- ✦ OFD Standard: A quality training program will result in quality employees.

Communications SOP's

- ✦ OFD Communications has its own Standard Operating Procedures, which work in accordance with the Orlando Fire Department operating procedures.

Standardized Protocols:

- ✦ Orlando Fire Department uses standardized protocols for all incoming calls.
- ✦ All callers to our center receive the same level of service, regardless of which operator answers the phone.
- ✦ Quality Assurance records show that our operators constantly surpass the 90% compliance goals by reaching an average 97%–99% center-wide compliance monthly.

Shared Communications Center:

- ✦ The Orlando Fire and Orlando Police Departments share the existing emergency center.
- ✦ All operators share the work and break areas.
- ✦ OFD and OPD supervisors share a workspace to coordinate calls for service.
- ✦ This positive working environment adds to the quality of services we provide to the citizens and visitors to Orlando.

Calls for Service:

- ✦ Incoming call (phone or radio generated)
- ✦ Call taker determines the location of the call, verifying jurisdiction.
- ✦ Call taker determines what the problem is and begins EMD or EFD protocols.
- ✦ Address and type of call is inputted into the Computer Aided Dispatch (CAD) system and sent to the dispatcher.

Calls for Service (continued):

- ✦ Call taker completes the protocol questions and begins pre-arrival instructions.
- ✦ At the same time, the dispatcher is using the CAD system to determine appropriate unit response.
- ✦ The dispatcher sends alert tones to the responding units' stations.
- ✦ The dispatcher verbally dispatches the call over the radio system.

Calls for Service (continued):

- ✦ If a joint response unit is recommended and needed, a tactical radio operator calls the appropriate agency via telephone.
- ✦ The dispatcher acknowledges and inputs all alarm data, including responding and arrival times, into the CAD system
- ✦ If any assigned units do not acknowledge receipt and responding to the call within 60 seconds, an operator will contact those units via telephone.
- ✦ The dispatcher monitors a call for service from beginning to end. They capture all benchmarks.

Calls for Service (continued):

- ✦ Most calls for service require additional phone calls be made, such as:
 - ◆ Ambulance
 - ◆ Police Department
 - ◆ Utilities
 - ◆ Joint Response
 - ◆ Address Responders
 - ◆ Family Members
- ✦ Most calls for service will generate at least two outgoing phone calls by the appropriate operator to make required notifications.

OFD Communications Contacts:

✦ Assistant Chief Rudy Johnson

◆ (321) 235-5267

✦ Communications Manager Laura Kinnear

◆ (321) 235-5207

✦ Communications Assistant Manager Priscilla Mallory

◆ (321) 235-5208