

A publication of the Connecticut Office of Statewide Emergency Telecommunications

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*Established by CGS Sec. 28-29a to
advise OSET in the planning,
design, implementation and
coordination of the state-wide
emergency 9-1-1 telephone system.*

Emergency Medical Dispatch: Planning Ahead...

The General Assembly signed House Bill # 5287 into law, An Act Concerning Emergency Medical Services Data Collection and Emergency Medical Dispatch. This law requires all Public Safety Answering Points to provide Emergency Medical Dispatch to the public they serve. In addition, it requires PSAPs to report the number of 9-1-1 calls they receive each quarter that involved a medical emergency and the elapsed time period from the time the call was answered to the time emergency response services were dispatched or the call was transferred.

Emergency Medical Dispatch provides a valuable service in that callers are instructed in medical procedures *before* emergency assistance arrives. Much of the public believes that their PSAP is

already performing this service due to the national exposure from television programs such as *Cops* and *Rescue 911*.

OSET will also provide PSAPs with EMD priority reference card sets.

OSET will develop an RFP for the EMD project, including training and priority reference card sets and will have the new EMD training program in place by July 1, 2001. PSAPs will have until July 1, 2004 to implement the program.  9-1-1

Inside

- ✓ G.I.S. Initiative Update
- ✓ New Training Schedule
- ✓ Palladium Call taker Q & A

Palladium Calltaker Q & A

In an effort to keep everyone informed on issues of general interest to the Palladium Calltaker software, we

are printing issues which were discussed at the User Group meetings along with the

SNET/OSET response. This is the second in a series of responses to the users.

Q: *We would like to use one single keyboard for the E9-1-1 system and the CAD.*

A: OSET is evaluating the use of KM devices at this time.

Q: *Telephone labels should appear at the top of buttons for easy identification.*

A: The new labels have been applied this way.

Q: *Who should I call when I have problems with the system?*

A: Call the official trouble number toll free: 1-888-450-3911.

Q: *SNET techs offer differing advice at the same PSAP.*

A: Due to the differing levels of expertise, some technicians have varying levels of expertise. We are addressing this issue with training.

Q: *I can't retrieve a call after I have transferred it.*

A: E9-1-1 calls cannot be retrieved once transferred. Administrative calls may be retrieved after transfer depending upon your telephone system.

Q: *How can I automatically alphabetize my speed dialing matrix?*

A: The matrix exists as it has been inputted. It must be manually alphabetized.

Q: *Can I still receive my administrative calls during maintenance of the system?*

A: If your telephone system is interfaced, you will not receive admin calls during maintenance. There is no way around this problem.

Q: *Should I reroute my calls to another PSAP during maintenance?*

A: This is your choice. You should receive prior permission from the potential rerouting PSAP site before rerouting calls.

Q: *I prefer maintenance calls to occur in the early morning hours to minimize disruption when my call volumes are lower.*

A: Every effort will be made to accommodate the needs of a PSAP when maintenance is required. However, sometimes you may need to have the problem resolved immediately and it is

best to be dealt with right away.

Q: *The procedure for the transfer of calls differs for E9-1-1 calls and admin calls.*

A: Administrative calls are determined by your equipment.

Q: *Matrix is in black and white. Should be in colors to stand out more*

A: This would be a software revision that would be an additional cost to the state at this time.

Q: *Are the speakers shielded from interference?*

A: The speakers are magnetically shielded.

Q: *The placement of the monitor is not ergonomic.*

A: Purchase of additional furniture and options such as stands is borne by the PSAP.

Q: *Does an E9-1-1 call have priority over an administrative call?*

A: Yes, always.

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0SET Trains G.I.S. Instructors

0SET facilitated an Introduction to ArcView G.I.S. class at the University of New Haven on June 22 and June 23, 2000.

The class of fifteen included ten members of the local PSAP community. PSAPs were requested to submit the names of interested persons who would learn to use ArcView themselves and be available to teach GIS skills to others at a later date.

Applications were received from all over the state. The class consisted of three representatives from Regional PSAPs: Litchfield County Dispatch, Northwest Public Safety and Valley Shore. Local PSAPs included: Bristol, Rocky Hill, Danbury, Guilford, East Lyme, South Central in New Haven and Windsor.

Basic GIS skills were explored with one exercise which

allowed students to geocode crimes with respect to their actual locations using the street line data recently purchased by the Department of Public Safety from Geographic Data Technology in New Hampshire. Oftentimes, the spatial distribution of information will yield a different look at data which may not be as readily obvious in a text database format.

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WANTED: LOCAL Heroes...

Do you know someone who has performed an extraordinary act of courage to save someone's life? The Greater Hartford Chapter of the American Red Cross wants to honor and celebrate these individuals. Nominate your special hero today!

The award categories are:

- ✓ Fire Fighter;
- ✓ Law Enforcement;
- ✓ Medical;
- ✓ 911 Dispatch;
- ✓ Good Samaritan Adult;
- ✓ Good Samaritan Youth;
- ✓ Military;
- ✓ Animal Rescue; and
- ✓ Community Impact.

In nominating a 911 Dispatcher, the event which leads to the nomination will have involved a situation where a dispatcher, supervisor or employee at the 911 center talked a caller through a crisis or responded to an

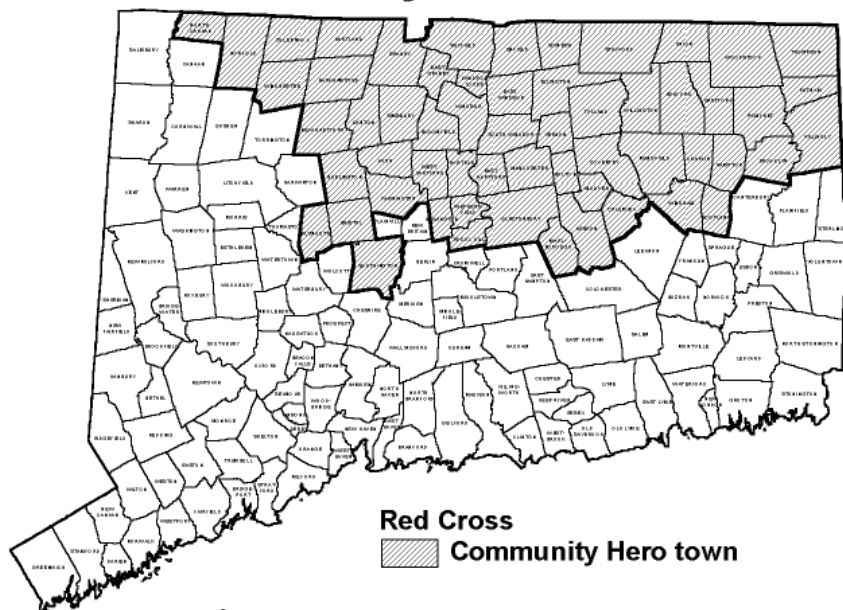
incident.

The nominees must be from within the 58 municipalities served by the Red Cross. See map opposite to see if your town is included.

Nominations are due by

August 15, 2000. Contact the Red Cross at (860) 678-5461 for nomination forms. Award decisions are based solely on the information you provide about your nominee--so be as detailed and specific as possible. © 9-1-1

Community Hero Towns



How far does your \$.25 go?

The DPUC set the OSET E9-1-1 surcharge at \$.25 per month per line for Fiscal Year 2001, beginning on June 1, 2000. Multiple line customers pay a reduced rate per line.

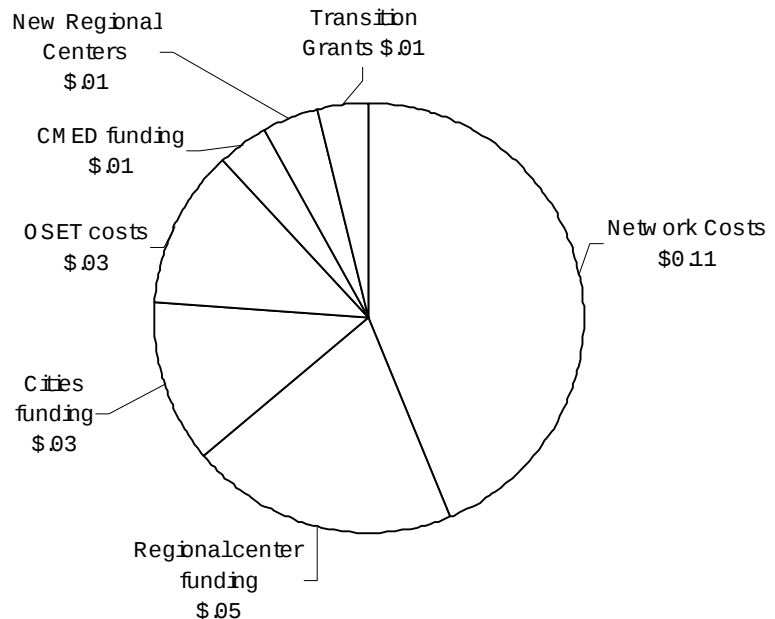
This surcharge funds many programs of benefit to the public safety community.

The chart to the right graphically depicts just how your \$.25 per month is allocated within the OSET budget.

The lion's share of the budget funds the maintenance of the ISDN E9-1-1 system itself.

The total budget request this year was: \$7,486,270.59.

FY 2001 Budget



Training Schedule for Telecommunicators

Telecommunicators must be certified within one year of initiating employment. Reserve your seats early for OSET's Telecommunicator classes!

Class # 54

Middletown DPS HQ
1111 Country Club Rd.
December 4-December 8; &
December 11-14, 2000.

The schedule for the year 2001 will be mailed to all agencies soon.

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