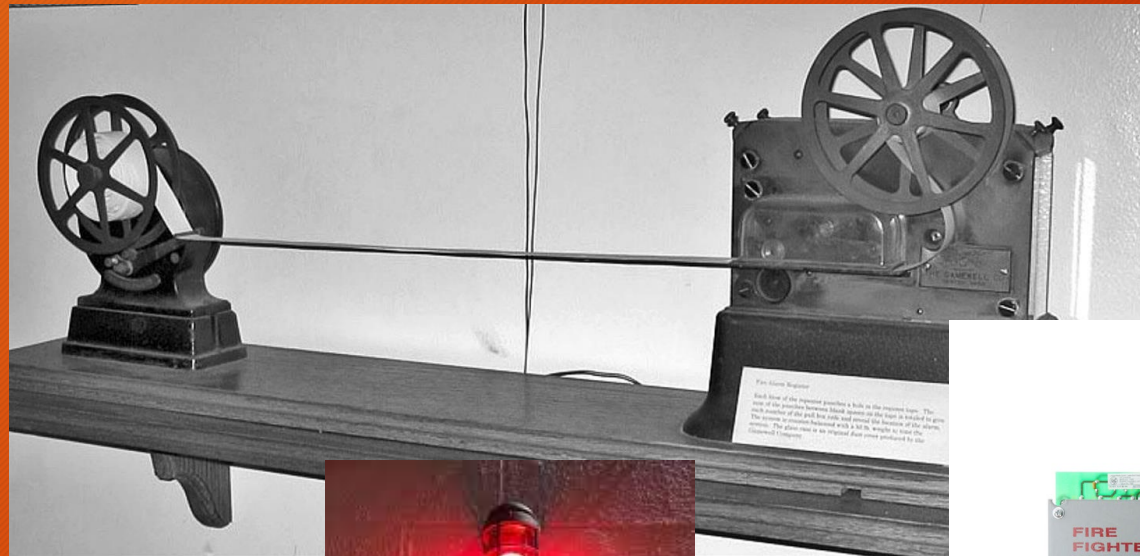


Cochise County Fire Station Alerting (FSA) Project

Billy Seamans, Fry Fire District
Susan Papatrefon, SEACOM Administrator
Joshua Meeker, Sierra Vista Fire & Medical



What is FSA? How a Station Receives Calls...



Timeline FSA Systems: COCHISE COUNTY



Fire Boxes



Sirens



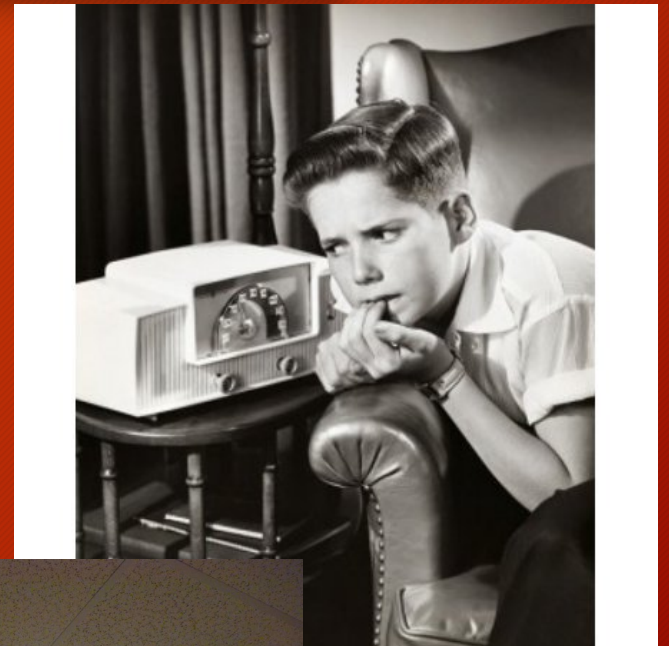
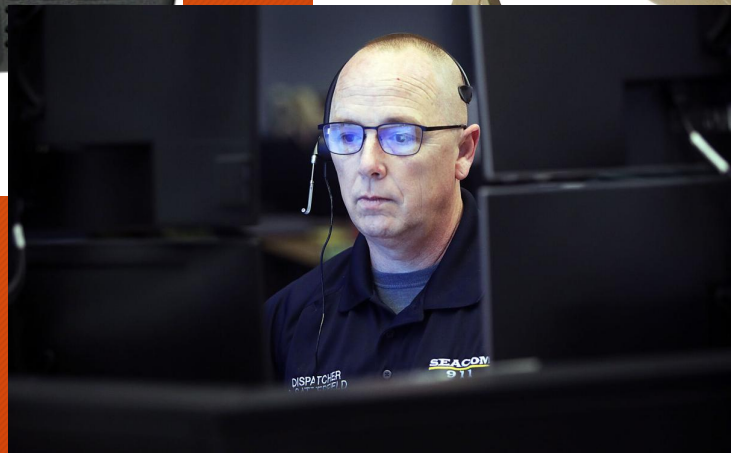
Radio Alerts



TODAY: Same System, New Hardware



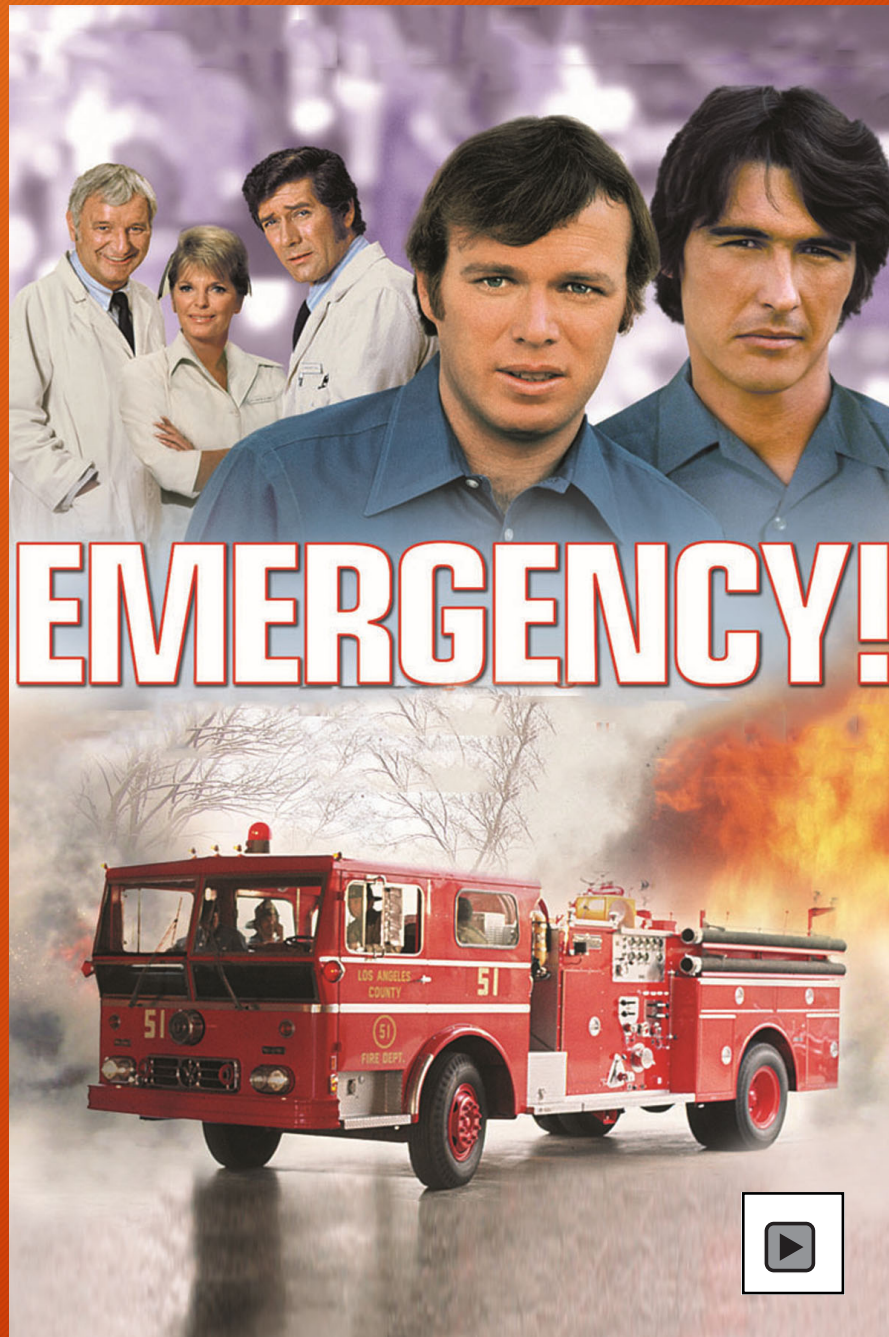
Radio Alerts



Alert Tones



1972

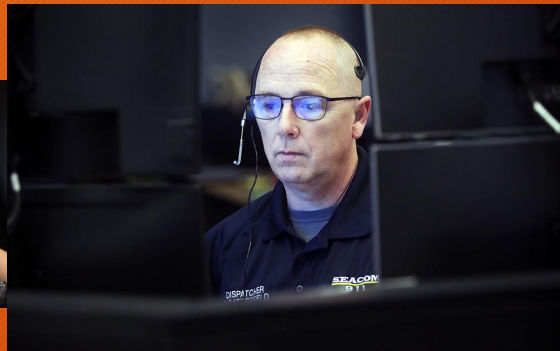


Current Dispatching Process (SEACOM)

911 call
into
SEACOM



Call entered into CAD
Pauses to relay info



Different console
Different person
(Told verbally)



Dispatcher selects
station tones
Verbal info on radio



Units Respond



2 People To Process & Dispatch a FIRE/EMS Call
OR
Requires 911 Caller to be Put on Hold

Modern FSA Process

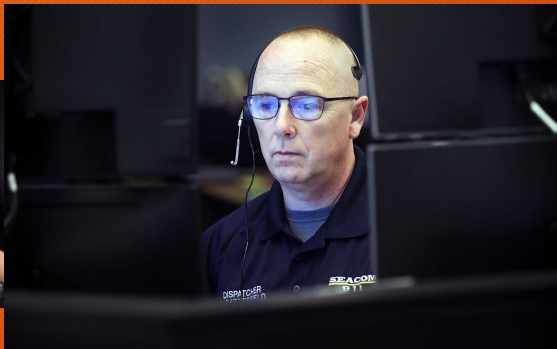
911 call
into
SEACOM

Call entered



Instantaneous
Automated FSA

**30-90 SECONDS
FASTER**



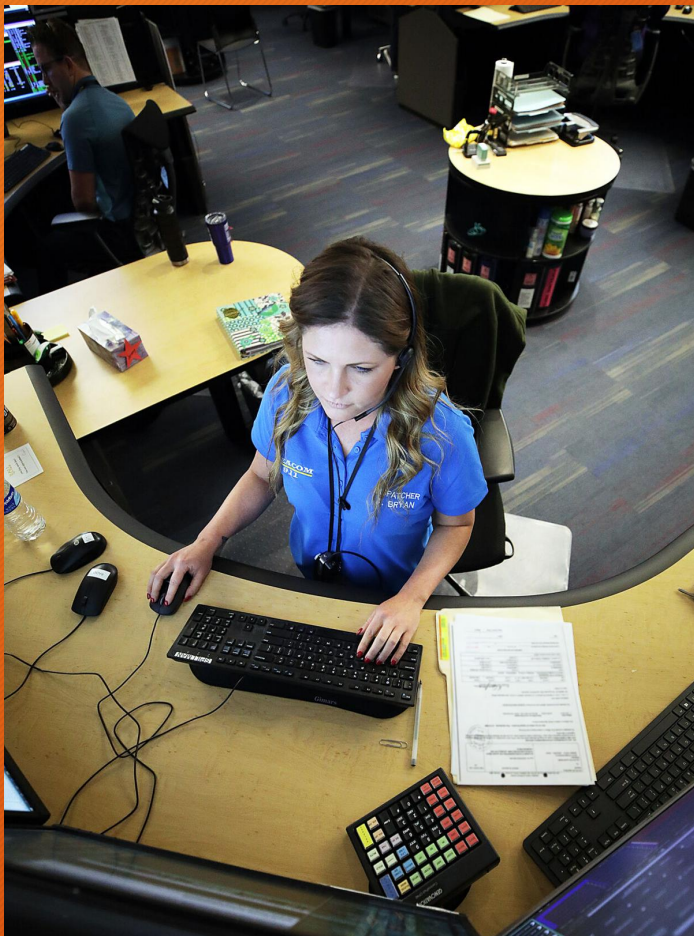
Units Respond



Faster Call Processing
Faster Response Times

Only 1 Person To Process & Dispatch a FIRE/EMS Call
NO HOLD TIME
NO DELAY IN CALL HAND-OFF

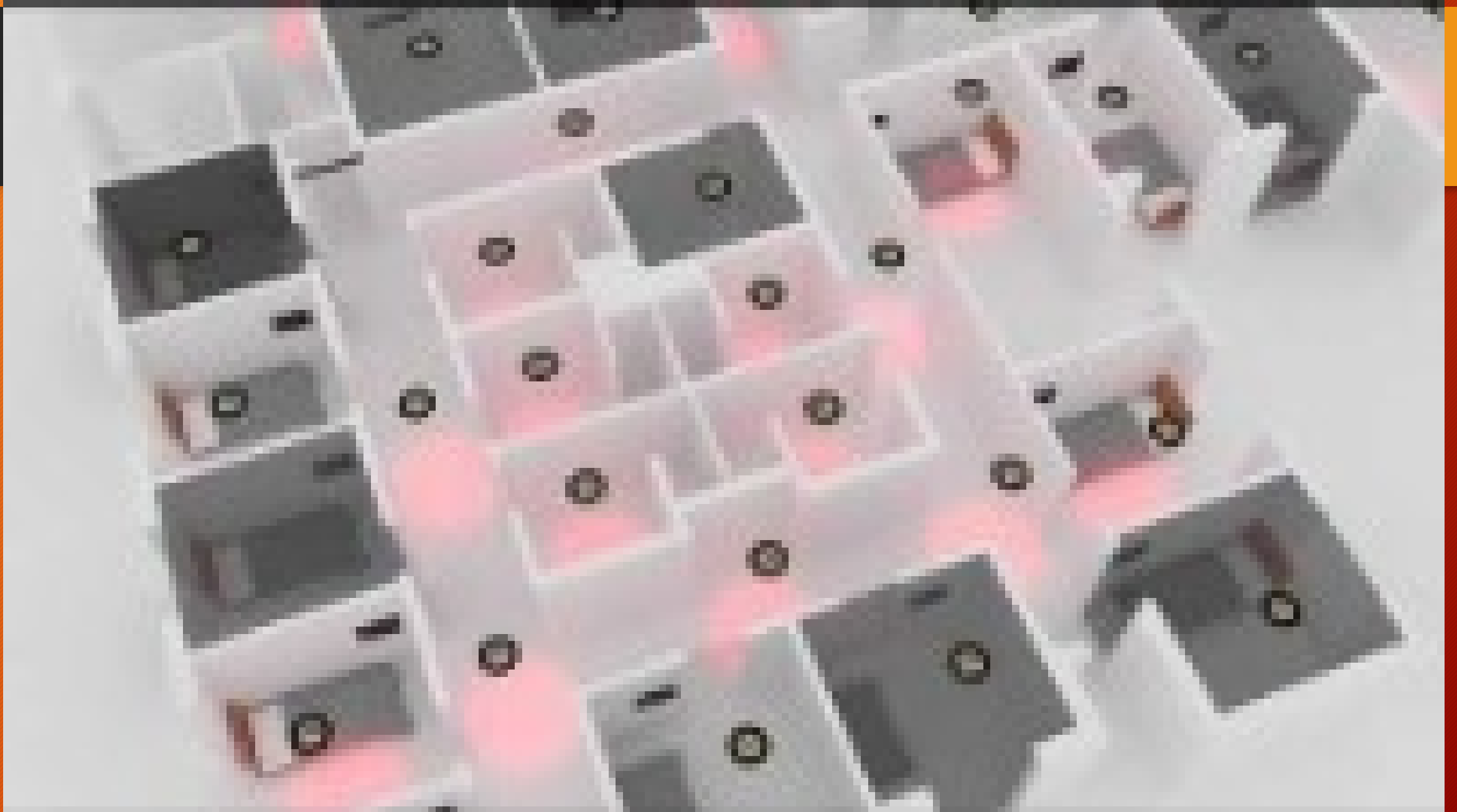
Modern Fire Station Alerting



Incidents	
8550 N 91st Ave AEMS-Medical Assist RSV3	13:21 Today
3805 N Brown Ave ALF-Fire Alarm E4	13:20 Today
5401 North Hayden Road TMED-Medical Assist T4	13:19 Today
600 E Washington St ACWI-Accident with Injury T1	13:18 Today
1336 N Scottsdale Rd Li-Lock In E2	13:17 Today
2515 N 48th St, Apt 12 AICR-Aircraft Crash E2	13:16 Today



Example of Modern Station Alerting



SEACOM/911 Call Centers



- Uses Technology Instead of People to Dispatch FIRE/EMS Calls
- Harnesses the speed of modern technology
- <1 second alerts multiple stations simultaneously (could alert the entire county within 1 second)
- Reduces/eliminates putting 911 caller “On Hold” (Peak hours/reduced staffing)
- Increases time focused on ProQA; able to dispatch call without impacting ProQA
- Reduces Call Processing Times
- Increases Reliability of Call Processing
- Clear, Calm & Consistent Voice
- Workforce Multiplier, Reducing Stress & Increasing Dispatcher Wellness
- Increases Overall Effectiveness and Efficiency of SEACOM/911 Call Centers

FIRE/EMS



- Harnesses the speed of modern technology
- <1 Second: Units, Address, Nature of Incident, Countdown Timer
- Alerts are Heard AND Seen (sign boards, colored lights)
- Clear, Calm & Understandable Voice on Radio
- Reduced Dispatching Time = Reduced Response Times = Better Outcomes
- High Reliability, Calls Aren't "Missed" Waiting in CAD
- Health & Wellness: Heart Saver Tones, Zoned Dispatching (Startle Response)
- Redundant Alerting: Speaker, Display Boards, Lights, Mobile Phone App
- Manual Use: Usable When CAD is Down; Internal Messaging

ADMINISTRATIVE



- Workforce Multiplier: Reduces Need for Human (Initial) Dispatching FIRE/EMS calls (SEACOM 15,000 calls/year)
- Increases Efficiency of SEACOM/911 Call Centers
- Compliance with NFPA 1710 & 1221
- Improves ISO Ratings
- Improves & Streamlines County-Wide Interoperability
- Reduces Missed Calls Due to Power/Network Failures
- Helps ALL of Cochise County equally

Vision & Focus

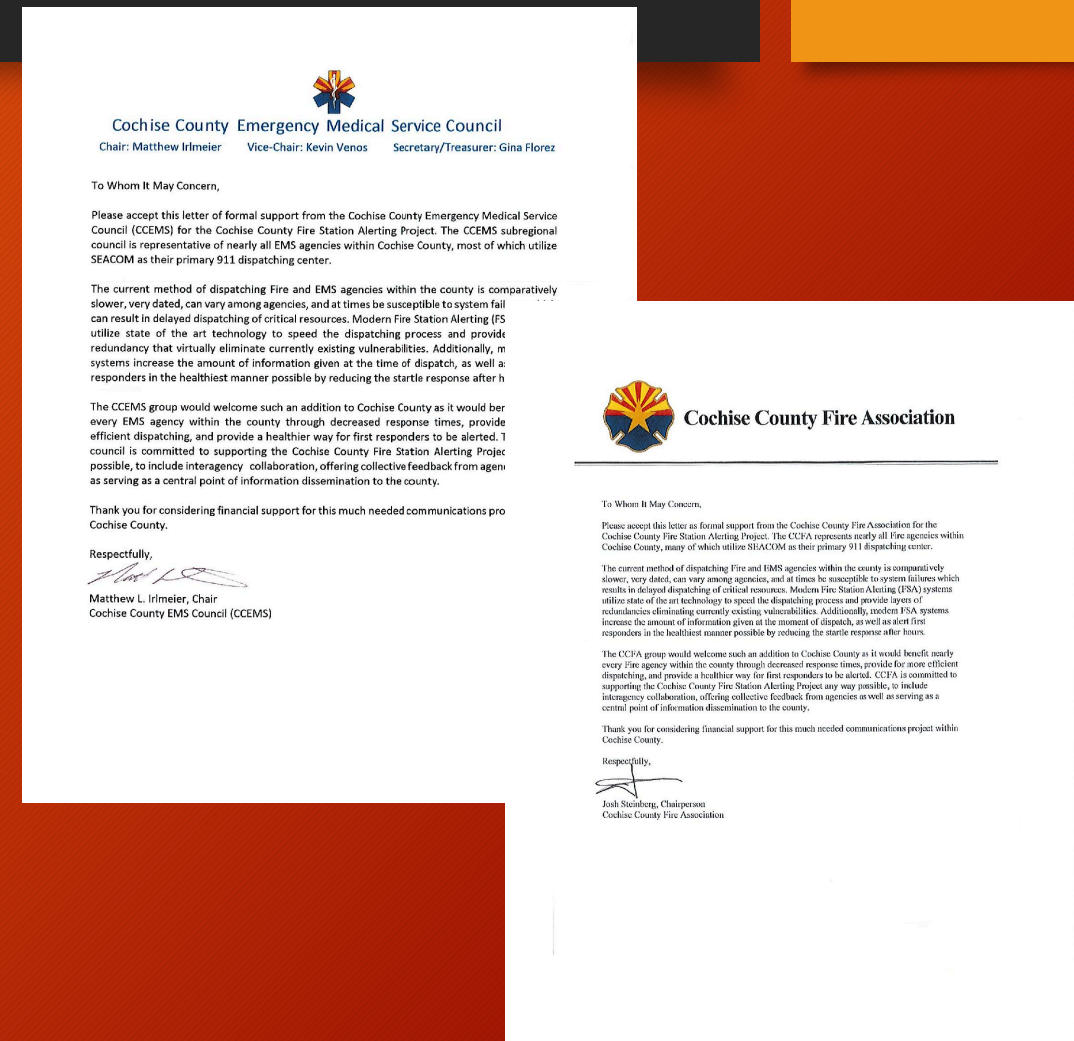
COCHISE COUNTY FSA PROJECT



MISSION: SPEED CALL PROCESSING & RESPONSE TIMES
REDUCE WORKLOAD FOR DISPATCHERS

Overview of Cochise County FSA Project

- Obtained full support of CCEMS/CCFA
- Pursuing Funding
- Vetted Multiple Vendors
- Quotes: SEACOM & 30 EMS & Fire Stations
- Grant Submissions
 - Tohono O'odham
 - Legacy Foundation of Southeast AZ



FSA Vendor List

- FSA Vendors
 - Purvis
 - Locution
 - Phoenix G2
 - Motorola
 - Zetron
 - Bryx
- System Costs

Arizona Users of Phoenix G2 (35 agencies)

- Avondale
- Buckeye
- Chandler
- Daisy Mountain
- Drexel Heights
- El Mirage
- Florence
- Gila River
- Gilbert
- Glendale
- Golder Ranch
- Goodyear
- Guadalupe
- Maricopa EMS
- Maricopa Fire
- Mesa
- Northwest Fire District
- Peoria
- Phoenix
- Pinetop
- Queen Creek
- Raytheon
- Rincon Valley
- Rio Verde
- Rural/Metro
- Scottsdale
- Sun City
- Sun Lakes
- Superstition
- Surprise
- Tempe
- Tolleson
- Tucson
- VECC 911

Questions?

