

# 2017 APCO/NENA Symposium

## PIAL Updates Effective January 1, 2017

Randy Loe

PIAL Municipal Field Representative Supervisor

# PPC Classification Breakdown

- Credit Correlation Chart

Previous FSRS		New FSRS	
Receiving and Handling Fire Alarms	10	Emergency Communications	10
Fire Department	50+	Fire Department	50+
Water Supply	40	Water Supply	40
		Community Risk Reduction	5.5
<b>Total</b>	<b>100+</b>	<b>Total</b>	<b>105.5+</b>

# Communications Credits

- Credit Correlation Chart

Previous FSRS			New FSRS	
Telephone Service	2		Emergency Reporting	3
Operators	3		Telecommunicators	4
Dispatch Circuits	5		Dispatch Circuits	3
<b>Fire Alarm Total</b>	<b>10</b>		<b>Communications Total</b>	<b>10</b>

# Emergency Reporting

- No Longer Creditable:
  - Review of Telephone Lines
    - Number of Lines & Progression
  - Review of Telephone Directories
  - Review of Recording Device
    - Incoming Calls and Radio Traffic

# Emergency Reporting (3.00 Points Possible)

- Focus is Now on Equipment Used to Receive and Process Alarms
- Basic or No 9-1-1 Service: 0.30 points possible
- Enhanced 9-1-1 Service: 3.00 points possible
- Multiple PSAPs will be Evaluated (if Applicable)
  - Credit is based on least creditable system

# Enhanced 9-1-1 Features and Credits Available

- **Enhanced 9-1-1 Credit:** 20.00 points
- **Wireless Phase I using Static ALI Functionality:** 10 points
  - The PSAP is Phase 1 wireless-capable for at least one wireless service provider (WSP) in the jurisdiction or has made a valid formal request for Phase 1 wireless service with the WSPs doing business in its jurisdiction.
- **Wireless Phase II using Dynamic ALI Functionality:** 15 points
  - The PSAP is Phase 2 wireless-capable for at least one WSP in the jurisdiction or has made a valid formal request for Phase 2 wireless service with the WSPs doing business in its jurisdiction
- PSAPs with Phase II Functionality will get credit for both (25 points)

# Enhanced 9-1-1 Features and Credits Available

- **Static Voice Over Internet Protocol using with Static ALI Functionality (SVoIP): 10 points**
  - The PSAP is capable of receiving and processing static VoIP calls with associated call back number and caller location information.
- **Nomadic Voice Over Internet Protocol using with Dynamic ALI Functionality (NVoIP): 15 points**
  - The PSAP is capable of receiving and processing VoIP calls utilizing dynamic ALI updates (callback number and caller location information).
- PSAPs with Nomadic Functionality will get Credit for Both (25 points)

# Enhanced 9-1-1 Features and Credits Available

- **Basic Computer-Aided Dispatch (CAD):** 5 points
  - The PSAP provides its telecommunicators with software to assist in initiating calls for service, dispatching, and maintaining the status of responding resources in the field.
- **Cad with Management Information System (MIS):** 5 points
  - The PSAP has the ability to automatically accept, display and plot caller location data on an electronic map display (GIS) and access historical incident information.
- **CAD with Interoperability:** 5 points
  - The PSAP can transmit call information directly to responders, alternate PSAPs and others. PSAP has the ability to provide data and interoperate electronically with other agencies and communications centers.



# Enhanced 9-1-1 Features and Credits Available

- **Geographical Information System (GIS/AVL): 15 points**
  - The PSAP uses a fully integrated CAD/GIS management system with automatic vehicle location (AVL) integrated with a CAD system providing dispatch assignments.

# AVL/GIS Credits – NFPA Requirements

- **NFPA 1221:**

- 10.6.2 *The CAD system shall recommend units for assignment to calls.*
  - 10.6.2.1 *The system shall ensure that the optimum response units are selected.*
  - 10.6.2.2 The CAD system shall allow the telecommunicator to override the CAD recommendation for unit assignment.
- 10.12.1 The CAD system shall have the ability to interface with a map display system.
- 10.12.2 The map display system interface shall have the ability to accept spatial positioning data for calls for service and units from CAD.

# AVL/GIS Credits – Basis for PIAL Credits

- The Communications Center must have the ability to identify the location of the apparatus and that method must be integrated into the dispatch process
  - Apparatus response assignments are generated and suggested using an integrated AVL/GIS/MIS that identifies and determines which apparatus will respond by:
    - Incident type
    - Apparatus Service Status (either in or out of service)
    - Apparatus Type (PIAL is only concerned with Engine, Ladder & Service Apparatus)
    - Apparatus Location
    - Incident Location
- The locations of the alarm and responding apparatus must be tracked on a map display

# Credit Summary for Emergency Reporting

Feature	Basic or No 911 Credit	Enhanced 911 Credit
Basic or No E9-1-1 Service	10	0
Enhanced E9-1-1 Service	0	20
Wireless Phase I	0	10
Wireless Phase II	0	15
Static VoIP	0	10
Nomadic VoIP	0	15
Basic CAD	0	5
CAD With MIS	0	5
CAD With Interoperability	0	5
GIS/AVL	0	15
<b>TOTAL</b>	<b>10</b>	<b>100</b>

# Credit Calculation for Emergency Reporting

- Basic or No E9-1-1 Service:

$$CER = \frac{10}{100} \times 3 = 0.1 \times 3 = 0.30 \text{ points}$$

- Enhanced 9-1-1 Service:

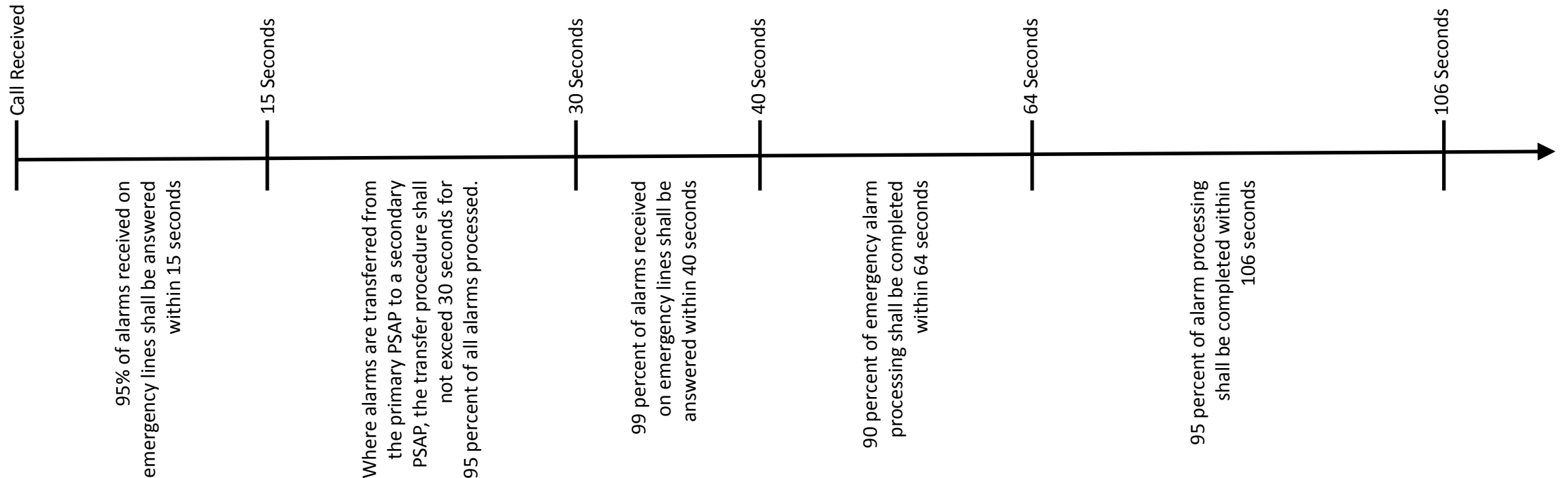
$$CER = \frac{100}{100} \times 3 = 1.0 \times 3 = 3.00 \text{ points}$$

# Telecommunicators (4 Points Possible)

- Telecommunicator Performance:
  - Alarm Receipt (20%)
  - Alarm Processing (20%)
  - Emergency Dispatch Protocols for the Fire Service (EDP) (20%)
  - Telecommunicator Training and Certification (20%)
  - Telecommunicator Continuing Education/Quality Assurance (20%)

# Telecommunicator Performance

- **Alarm Receipt and Processing:** 20 points each
- Change in Emphasis to Reflect Credit Based on Efficiency



# Telecommunicator Performance

- **Emergency Dispatch Protocols for the Fire Service: 20 points**
  - Telecommunicators have emergency dispatch protocols containing questions and a decision-support process to facilitate correct call categorization and prioritization.
- **Telecommunicator Training and Certification: 20 points**
  - Telecommunicators meet the qualification requirements referenced in NFPA 1061 and/or APCO Project 33 and are certified in the knowledge, skills and abilities corresponding to their job functions.
- **Telecommunicator Continuing Education/Quality Assurance: 20 points**
  - Telecommunicators participate in continuing education and/or in-service training and quality assurance programs as appropriate for their positions.



# Credit Summary and Calculations for Telecommunicators

Feature	Credit
Call Receipt	20
Call Processing	20
Emergency Dispatch Protocols	20
Training and Certification	20
Continuing Education and Quality Assurance	20
<b>TOTAL</b>	<b>100</b>

$$CTC = \frac{100}{100} \times 4 = 1.0 \times 4 = 4.00 \text{ points}$$

# Dispatch Circuits (3 points possible)

- **Dispatch Circuits Provided:** 40 points
  - 50% credit for use of alpha-numeric pagers not owned by the AHJ when used as a secondary dispatch circuit
  - Circuits Using Cell Phones are Not Creditable
- **Monitoring For Integrity:** 30 points
  - Primary Dispatch Circuit Only
- **Emergency Power Supply System (EPSS):** 30 points
  - Same Credit for Auto- and Manual-start generators
  - Added Credit for UPS
  - Weekly Inspection and Monthly Test Under Load for 30 Minutes

# Credit Summary and Calculations for Dispatch Circuits

Feature	Credit
Provided Circuits	40
Monitoring for Integrity	30
Emergency Power Supply Systems	30
<b>TOTAL</b>	<b>100</b>

$$CDC = \frac{100}{100} \times 3 = 1.0 \times 3 = 3.00 \text{ points}$$

# Records

- Please Provide:
  - Call Answering Statistics
  - Call Processing Statistics
  - Records of EPSS Inspection and Testing
- PIAL May Ask to See (during field visit):
  - Requests for Wireless Phase I & II Functionality
  - EDPs
  - Telecommunicator Training and Certification Records
  - Telecommunicator Continuing Education and QA Records

# QUESTIONS???