



# **Fayette County Emergency Management Agency Presents...**

## **THE ANATOMY OF A 911 CALL**

# The Anatomy of a 911 Call

**If you've ever wondered what happens behind the scenes when you call 911 for an emergency, you're about to find out.**

**This presentation will walk you through a simulated 911 phone call from the time it's answered at the 911 center until the ambulance is on the way to the hospital.**

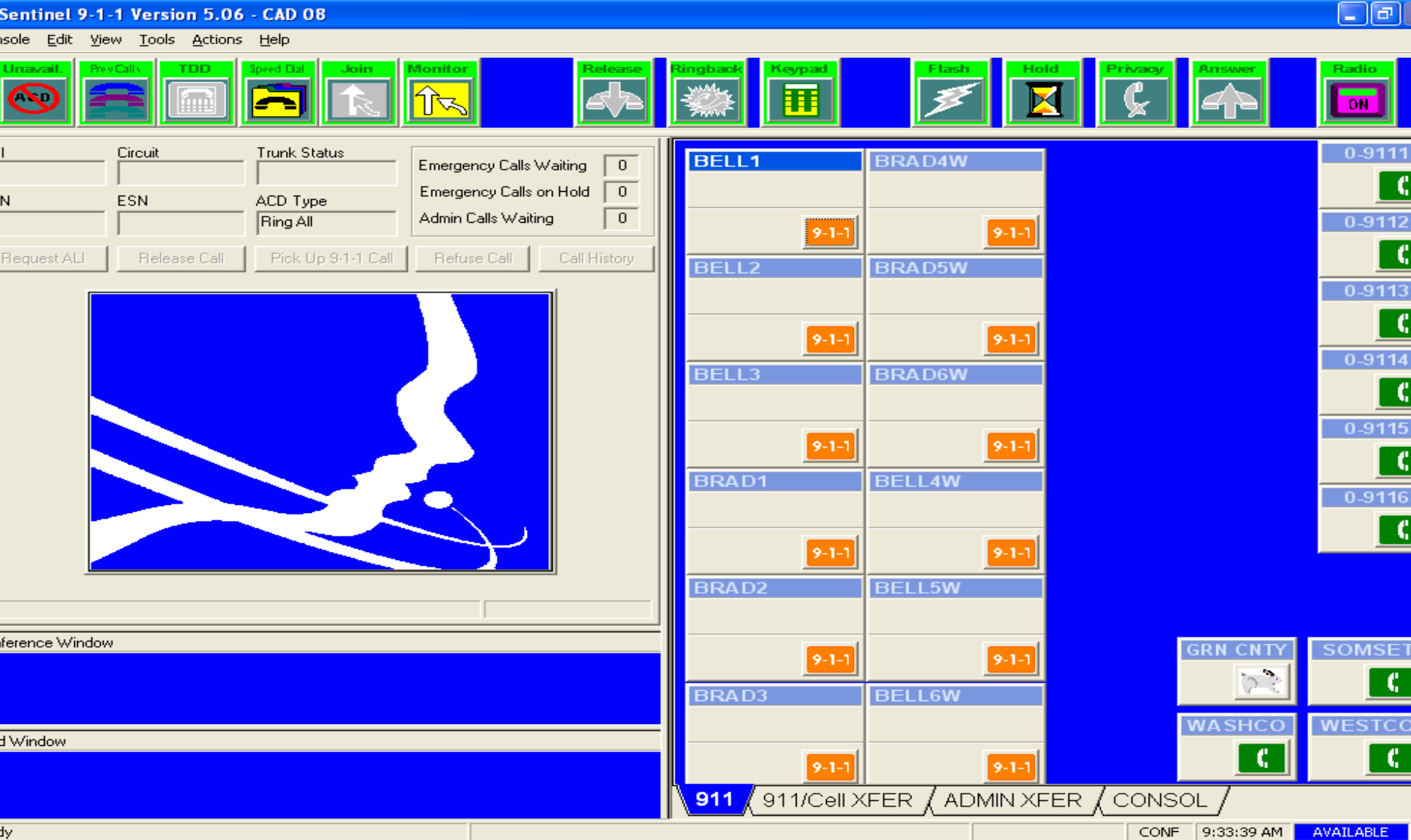
**You might be surprised to find how intricate, complex, and detailed the process is – and even more surprised to find out how fast it all takes place!**



# The Basics

First, we will quickly look at all of the resources used during a 911 call.

- **CAD Software:** Computer Aided Dispatch software is used to enter all call information into a computer and aids in notifying initial responders of the nature of the call.
- **Public Safety Radio:** At Fayette County 911, we use a software program provided by Motorola to speak to all of our responding units in the field.
- **GIS/Mapping:** We maintain detailed computerized maps of every square inch of Fayette County that assist us and our responders in locating people or places anywhere in our jurisdiction.
- **Emergency Medical Dispatch (EMD) Guide Cards:** These cards are developed by a doctor and used by the dispatcher to help “paint a picture” of the situation, gathering vital information that is then passed along to our responding units via radio.



**Our dispatchers have four monitors in front of them at all times. In addition to the CAD screen that you just saw, on another screen they look at this. It is their phone software. When the phone rings, the window on the left flashes and the dispatcher can then answer the call.**

16M3	CLR	15:07	E A	FA
16M4	CLR	19:39	E A	FA
21M2	CLR	12:58	E A	HE
33M5	CLR	20:05	E A	PM
40SVR	CLR	11:46	E A	16
AMDR			E A	17
AMER	DSP	20:48	E S	AA
AMM1	CLR	19:24	E A	17
AMM2	CLR	17:16	E A	17
AMM3	CLR	17:58	E A	17
AMM4	ON	17:49	E A	17
AMM5	CLR	17:58	E A	AA
AMM6	CLR	20:58	E A	AA
AMM7	CLR	12:40	E A	17
AMM8	CLR	16:50	E A	17
BAM1	CLR	21:09	E A	18
BAM2	CLR	21:09	E A	18
BAM3	CLR	18:24	E A	18
BAM4	CLR	19:03	E A	18
BAM5	CLR	16:23	E A	BA
BAM6	CLR	19:28	E A	BA
BROW	DSP	19:17	E S	18
FAY01	CLR	20:27	E A	FE
FAY02	CLR	20:41	E A	FE
FAY03	CLR	20:24	E A	FE
FAY04	CLR	20:58	E A	FE
FAY05	CLR	09:12	E A	FE
FAY06	CLR	17:56	E A	FE
FAY07	CLR	17:56	E A	FE
FAY08	CLR	17:58	E A	FE
FAY09	CLR	01:21	E A	FE
FAY10	CLR	19:47	E A	FE
FAY11	CLR	13:58	E A	FE
FAY12	CLR	17:14	E A	FE
FAY14	CLR	21:31	E A	FE
FAY15	CLR	20:30	E A	FE
FAY16	CLR	17:30	E A	FE
FAY17	CLR	18:11	E A	FE
FAY18	CLR	13:44	E A	FE
FAY19	CLR	19:48	E A	FE
FAY20	CLR	11:40	E A	FE

Active

ID

SEQ			CREATED	S*	EVENT	LOCATION	TELEPHONE	SRC	F	L	R	E	P	N

[T] Timer

[A] Alarms

[D] Detail

[V] View Main

[N] Narrative

[H] History

[C] CAD Call

[Q]uit AGN

[X] X PAD

[E]nd CAD

[O] Options

[I] Inquire

[9] 911 File

[U] Unit Log

[P] Place

[S] Select

NEXT

RUN

#

?

Assigned Units

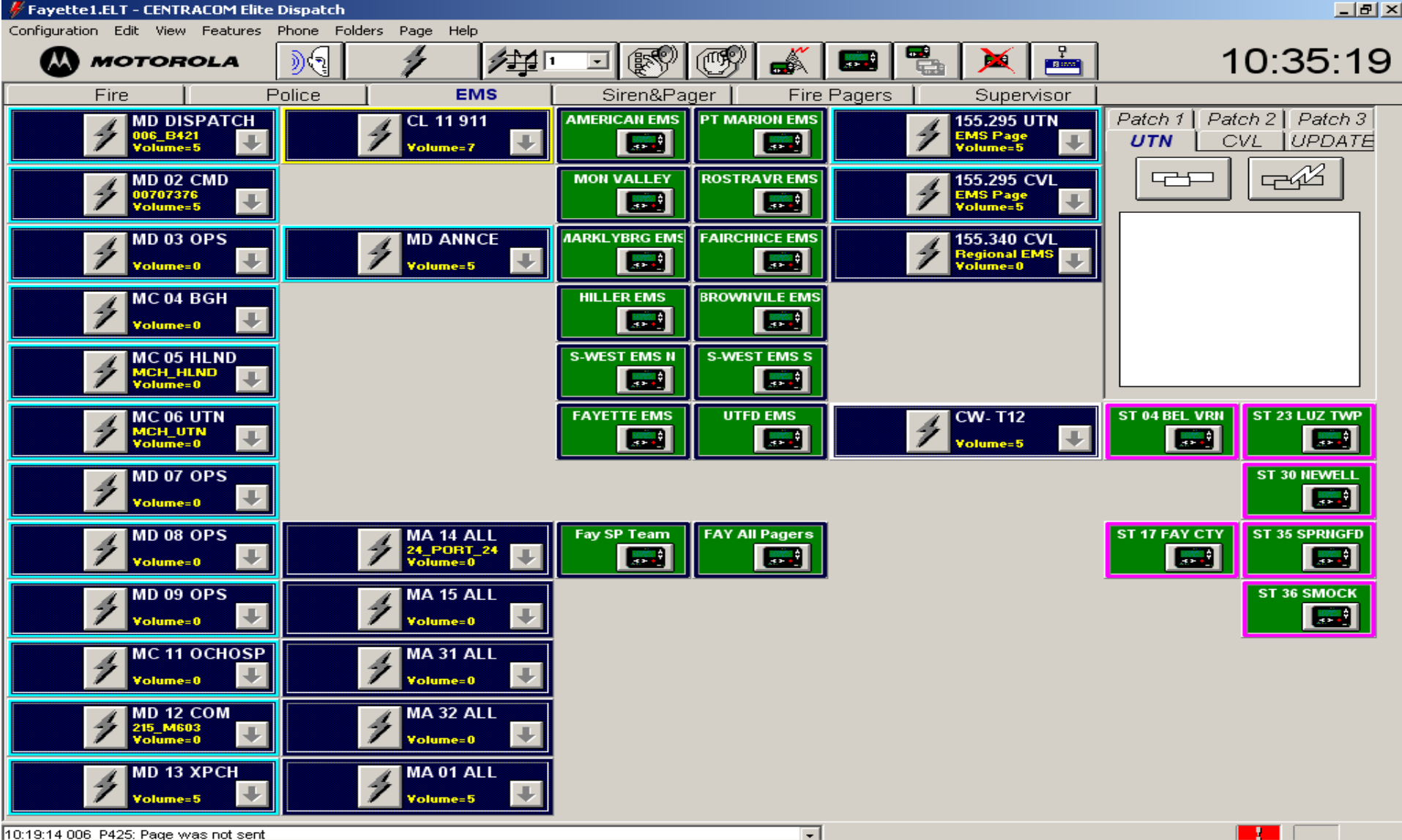
Time	Elapsed	Remarks	Case Number	Zone	T	B/N1	B/N2	B/3	B/N4	B/N5

This is the CAD screen that a dispatcher always looks at.

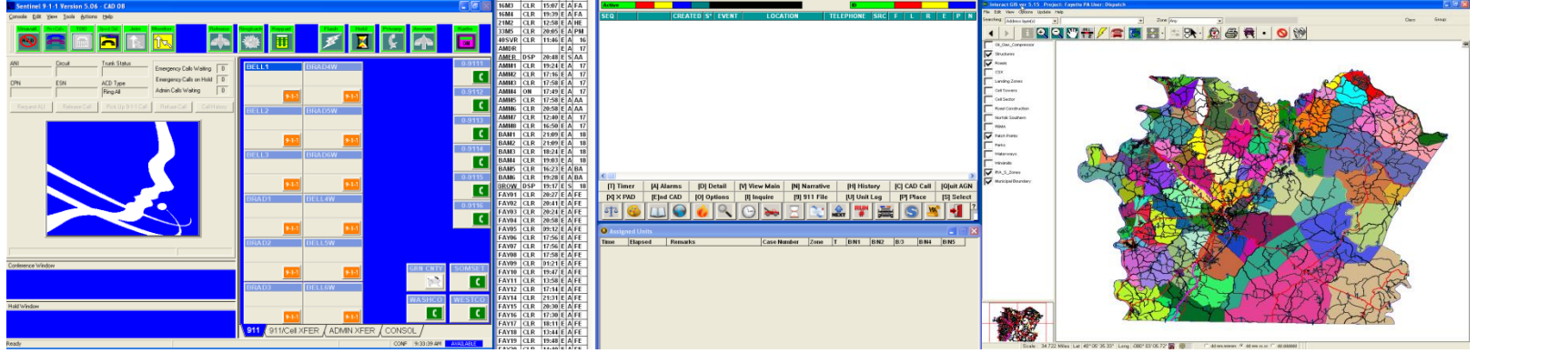
There are currently no active calls in this example...







As if that's not confusing enough, here is the radio screen as seen by an EMS dispatcher. From here, the dispatcher can access all the public safety radio frequencies throughout the entire county.



Here's a scaled-down version of how it looks when a dispatcher has all of this information in front of them at once. It can get confusing if you're not properly trained!

Picture every screen shot as a separate computer monitor:

Phone on the left, CAD in the middle, mapping and radio on the right.

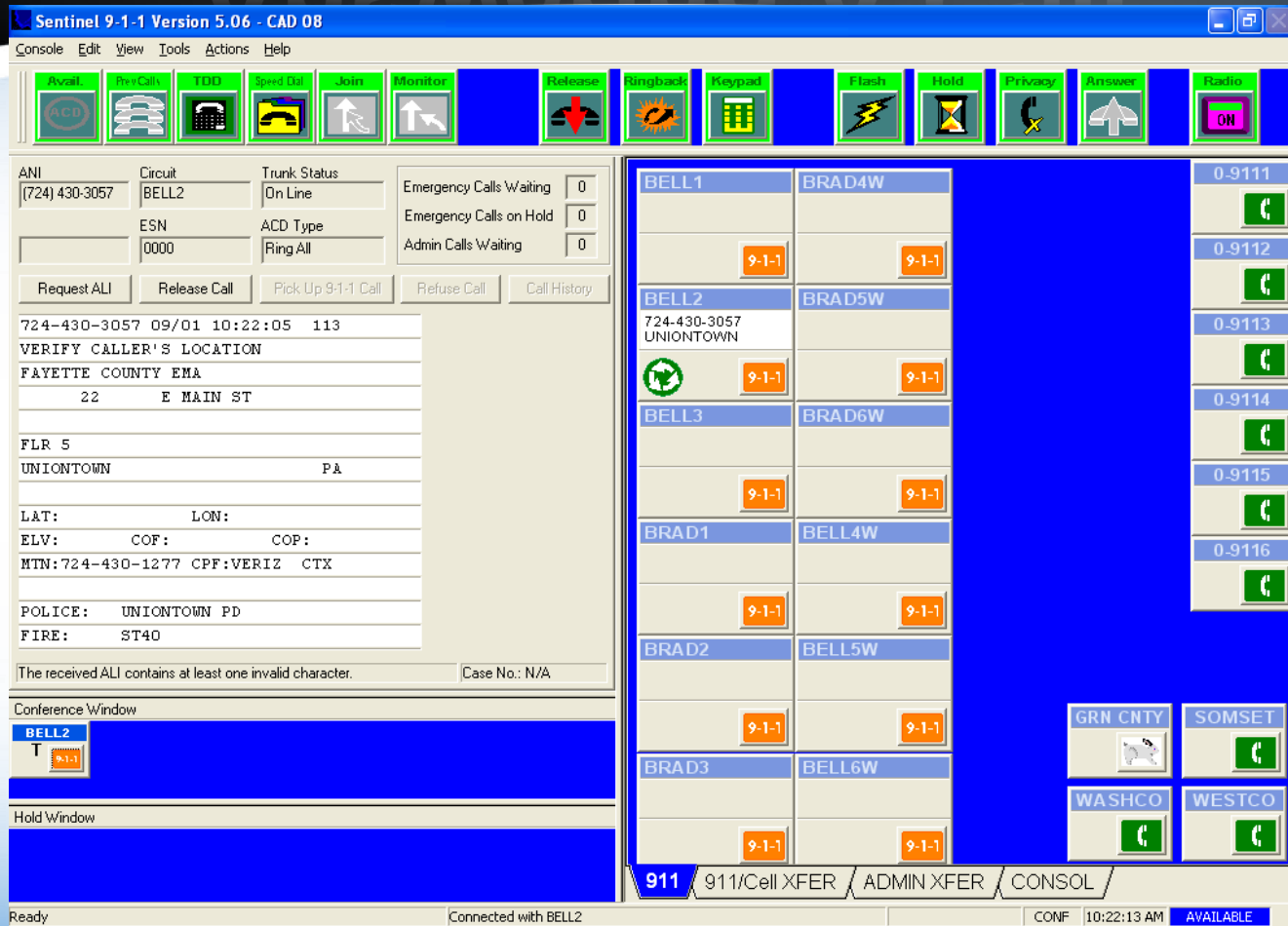


# What Happens When I Call?

Now that you're familiar with the tools a dispatcher uses, let's discuss what happens when you place an emergency call to 911 using a simulated example. In the following slides, you'll see:

- The calltaker answering the phone
- The calltaker creating a new incident in CAD
- The calltaker verifying basic information and then entering it into the CAD incident
- The dispatcher using CAD and the radio to send the appropriate response
- The calltaker entering additional info, which the dispatcher then verifies and passes along to responders

# Answering A Call



The calltaker has used his phone software to answer the call. On the left, you see the “ALI” (Automatic Location Information).

# Answering A Call

**Sentinel 9-1-1 Version 5.06 - CAD 08**

Console Edit View Tools Actions Help

Answer, Transfer, TDD, Speed Dial, Join, Monitor, Release, Ringback, Keypad, Flash, Hold, Privacy, Answer, Radio

ANI (724) 430-3057	Circuit BELL2	Trunk Status On Line	Emergency Calls Waiting 0
	ESN 0000	ACD Type Ring All	Emergency Calls on Hold 0
			Admin Calls Waiting 0

Request ALI Release Call Pick Up 9-1-1 Call Refuse Call Call History

724-430-3057 09/01 10:22:05 113  
VERIFY CALLER'S LOCATION  
FAYETTE COUNTY EMA  
22 E MAIN ST  
FLR 5  
UNIONTOWN PA  
LAT: LON:  
ELV: COF: COP:  
MTN:724-430-1277 CPF:VERIZ CTX  
POLICE: UNIONTOWN PD  
FIRE: ST40

The received ALI contains at least one invalid character. Case No.: N/A

Conference Window  
BELL2  
T  
9-1-1

Hold Window

BELL1	BRAD4W	0-9111
9-1-1	9-1-1	0-9112
BELL2	BRAD5W	0-9113
724-430-3057 UNIONTOWN	9-1-1	0-9114
BELL3	BRAD6W	0-9115
9-1-1	9-1-1	0-9116
BRAD1	BELL4W	
9-1-1	9-1-1	
BRAD2	BELL5W	
9-1-1	9-1-1	
BRAD3	BELL6W	
9-1-1	9-1-1	

911 911/Cell XFER ADMIN XFER CONSOL

GRN CNTY SOMSET  
WASHCO WESTCO

Ready Connected with BELL2 CONF 10:22:13 AM AVAILABLE

The ALI contains info from the phone company including the subscriber name, address, and responder info.

# Answering A Call

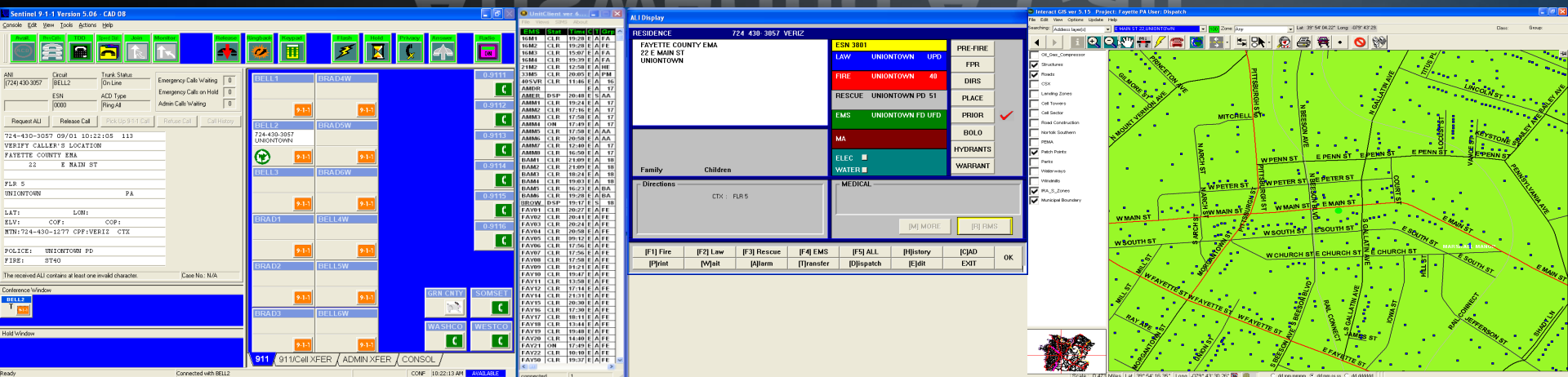
ALI Display							
RESIDENCE		724 430- 3057 VERIZ					
FAYETTE COUNTY EMA 22 E MAIN ST UNIONTOWN		ESN 3801					
		LAW    UNIONTOWN    UPD					
		FIRE    UNIONTOWN    40					
		RESCUE    UNIONTOWN PD 51					
		EMS    UNIONTOWN FD UFD					
Family                  Children		MA					
		ELEC <input type="checkbox"/>					
		WATER <input type="checkbox"/>					
Directions		MEDICAL					
CTX : FLR 5							
		[M] MORE    [R] RMS					
[F1] Fire	[F2] Law	[F3] Rescue	[F4] EMS	[F5] ALL	[H]istory	[C]AD	OK
[P]rint	[W]ait	[A]larm	[T]ransfer	[D]ispatch	[E]dit	EXIT	

During that, this screen pops up in the CAD software, displaying the ALI. The calltaker can then press the “C” key to create a new incident.



CALLER IS HERE

# Answering A Call



Here's what the calltaker sees in front of them just seconds after answering the phone.

The phone screen has the ALI info, as does the CAD screen, which both pop up automatically.

The map pops to the location provided in the ALI info.

The radio screen is not pictured here.

# **Creating an Incident**

**Now that the call has been answered, the calltaker must create an incident in CAD.**

**The following slides will show how this is done, and explain how information is gathered.**

**After that, you'll learn how a call goes to dispatch.**

# Creating an Incident

**CAD Incident Form**

<input type="text"/>	<input type="text"/>	CL	Location 22 E MAIN ST	Bldg <input type="text"/>	Apt. <input type="text"/>	Community UNIONTOWN					
Location Info <input type="text"/>			ESN 3801	Lang. <input type="text"/>	Phone 724 430 3057						
Jurisdiction	Low CrossStreet	High CrossStreet	SubDivision	Grid Info	Map Num						
Name FAYETTE COUNTY EMA	Request Contact <input type="checkbox"/>		Caller Location 24 E MAIN ST								
Remarks <input type="text"/>											
Event <input type="text"/>	Action <input type="checkbox"/>	<input type="checkbox"/>	UT	<input type="checkbox"/>	40	<input type="checkbox"/>	UE	<input type="checkbox"/>	92	Source N9C	Disp <input type="checkbox"/>
<input type="checkbox"/> Child Caller <input type="checkbox"/> Special Needs <input type="checkbox"/> Hang Up <input type="checkbox"/> Weapons Involved											
[F1] Save		[F2] Wait				[F12] Help		[F8] Abandon			

After telling the CAD software to create a new incident, the ALI info is transferred into the CAD incident form. It's now up to the calltaker to verify this info. How do they know what to ask?



# Creating an Incident

## All Callers Interrogation

1. Where is the patient? (Address or location)
2. What is the telephone number from which you are calling?
3. What is the problem?
4. What is your name?
5. Is the patient conscious? (Able to talk)  
**YES:** Determine age, sex, chief complaint and turn to appropriate card.  
**NO:** Continue.
6. Is the patient breathing **NORMALLY**?  
**Uncertain:** GO and SEE if the chest rises, then come back to the phone.  
**YES:** Dispatch **ALS Response** - Go directly to **UNCONSCIOUS/UNRESPONSIVE SYNCOPED**.  
**NO:** Continue.
7. Describe the patients breathing.  
If patients breathing **is not** described as Agonal respirations,  
go to **UNCONSCIOUS/UNRESPONSIVE/SYNCOPE** Guidecard.  
If patients breathing **is described as Agonal respirations** dispatch ALS Response and continue:  
  
Do you want to do CPR? -- **I'll help you.**  
**YES:** Go to CPR Instructions for appropriate age group.  
**NO:** I have dispatched help. Stay on the line.  
(Do not put the caller on hold unless necessary.)

**This is the “First Card” – It is a part of the EMD Guide Cards. EVERY 911 CALL REQUIRES THE QUESTIONS ON THIS CARD TO BE ASKED. Basic information such as location, contact information, and chief complaint are gathered from this interrogation.**

# Creating an Incident

**CAD Incident Form**

<input type="text"/>		CL	Location 22 E MAIN ST		Bldg <input type="text"/>	Apt. <input type="text"/>	Community UNIONTOWN					
Location Info 4TH FLOOR				ESN 3801	Lang. <input type="text"/>	Phone 724 430 3057						
Jurisdiction	Low CrossStreet	High CrossStreet	SubDivision	Grid Info	Map Num							
Name FAYETTE COUNTY EMA			Request Contact <input type="checkbox"/>		Caller Location 24 E MAIN ST							
Remarks <input type="text"/>												
Event <input type="text"/>		Action <input type="checkbox"/>	<input type="checkbox"/>	UT	<input type="checkbox"/>	40	<input type="checkbox"/>	UE	<input type="checkbox"/>	92	Source N9C	Disp <input type="checkbox"/>
<input type="checkbox"/> Child Caller <input type="checkbox"/> Special Needs <input type="checkbox"/> Hang Up <input type="checkbox"/> Weapons Involved												
[F1] Save		[F2] Wait				[F12] Help		[F8] Abandon				

The calltaker uses the first card questionnaire to verify vital info such as location, callers name, location, and primary complaint. In race cases, the ALI info is wrong or outdated, so the calltaker **MUST** make sure to verify this info.

# Creating an Incident

The screenshot shows a 'CAD Incident Form' window. At the top left, there are two empty input boxes for 'CL' (Call Log) and 'CL' (Call Log), with a red rectangle highlighting them. The 'Location' field contains '22 E MAIN ST'. The 'Bldg' and 'Apt.' fields are empty. The 'Community' field contains 'UNIONTOWN'. The 'Location Info' field contains '4TH FLOOR'. The 'ESN' field contains '3801'. The 'Lang.' field is empty. The 'Phone' field contains '724 430 3057'. Below these fields are labels for 'Jurisdiction', 'Low CrossStreet', 'High CrossStreet', 'SubDivision', 'Grid Info', and 'Map Num'. The 'Name' field contains 'FAYETTE COUNTY EMA'. The 'Request Contact' field has a checkbox. The 'Caller Location' field contains '24 E MAIN ST'. The 'Remarks' field is empty. The 'Event' section has a dropdown menu, an 'Action' checkbox, and four colored buttons: 'UT' (blue), '40' (red), 'UE' (green), and '92' (yellow). The 'Source' field contains 'N9C'. The 'Disp' field has a checkbox. Below these are checkboxes for 'Child Caller', 'Special Needs', 'Hang Up', and 'Weapons Involved'. At the bottom are buttons for '[F1] Save', '[F2] Wait', '[F12] Help', and '[F8] Abandon'.

CL		Location	Bldg	Apt.	Community
		22 E MAIN ST			UNIONTOWN

Location Info		ESN	Lang.	Phone		
4TH FLOOR		3801		724	430	3057

Jurisdiction    Low CrossStreet    High CrossStreet    SubDivision    Grid Info    Map Num

Name	Request Contact	Caller Location
FAYETTE COUNTY EMA	<input type="checkbox"/>	24 E MAIN ST

Remarks

Event

Action	UT	40	UE	92	Source	Disp
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N9C	<input type="checkbox"/>

☐ Child Caller    ☐ Special Needs    ☐ Hang Up    ☐ Weapons Involved

[F1] Save    [F2] Wait    [F12] Help    [F8] Abandon

In addition, if a caller is using a mobile phone, the calltaker receives no ALI information. They are able to attempt to gather a GPS location, but the accuracy varies depending on the service provider and location. Always try to know where you are!

# Gathering Additional Info

**The calltaker now has the basic “first card” information – the bare minimum amount of info needed to dispatch.**

**However, we must still gather additional information so that responding units have an idea of what they’re getting into...**



# Gathering Additional Info

**The next slide shows an EMD guide card. Based on the primary complaint of the caller, the dispatcher chooses the best guide card for the situation.**

**They then ask further questions according to the card, which is reviewed regularly by a physician, then record the information in the CAD incident.**

**For this particular example, we will say the caller is having abdominal pain.**

# Gathering Additional Info

## Abdominal/Back Pain

### ALS Priority Response

Unconscious/not breathing normally  
Difficulty breathing  
Vomiting red blood  
Black tarry stool  
Bright red/bloody stools (two or more)  
Upper abdominal pain, patient over 35 yrs.  
Lower abdominal pain, woman: 12-50 yrs (if associated with dizziness or fainting or heavy vaginal bleeding, 3 pads or greater than 2 tampons/hour)  
Abdominal and/or back pain w/ fainting or near fainting, patient over 50 yrs.  
Fainting/near fainting when sitting  
Decreased level of consciousness  
Upper abdominal pain w/ history of heart problems  
Pain w/ vomiting (coffee-ground-like material or bright red blood)  
Pain with bright red bloody stools (one or less)  
Flank pain/back

### Vital Points Questions

Is the pain due to an injury?  
Is the patient short of breath or does it hurt to breathe?  
Is the patient able to speak in full sentences?  
Has the patient vomited?  
Is it bloody or black like coffee grounds?  
Are the patient's bowel movements different than normal?  
Is it bloody or black like tar?  
Is the pain above or below the belly button?  
If the patient is a woman between 12-50 years, ask if she could be pregnant.  
Has she said she felt dizzy?  
Has there been any vaginal bleeding?  
How much?  
How does the patient act when they sit up?  
Does the patient have any other medical or surgical history?  
Is the patient wearing a MEDIC ALERT tag?  
What does it say?

### BLS Priority Response

Pain unspecified  
Abdominal/Back pain (non-traumatic) patient under 50 yrs.  
Chronic back pain

### Pre-Arrival Instructions

If unconscious, go to **AIRWAY CONTROL** instructions.  
Nothing to eat or drink.  
Allow position of comfort.  
Gather patient's medications, if any.  
If anything changes or the patient's condition worsens, call back immediately.

### Short Report

Age  
Sex  
Chief complaint  
Dispatch Criteria used to determine response  
Pertinent related symptoms  
Medical/surgical history, if any  
Other agencies responding/Danger to field units, if present

## Abdominal/Back Pain

### ALS Priority Response

Unconscious/not breathing normally  
Difficulty breathing  
Vomiting red blood  
Black tarry stool  
Bright red/bloody stools (two or more)  
Upper abdominal pain, patient over 35 yrs.  
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Abdominal and or/back pain w/ fainting or near fainting, patient over 50 yrs.  
Fainting/near fainting when sitting  
Decreased level of consciousness  
Upper abdominal pain w/ history of heart problems  
Pain w/ vomiting (coffee-ground-like material or bright red blood)  
Pain with bright red bloody stools (one or less)  
Flank pain/back

### Vital Points Questions

Is the pain due to an injury?  
Is the patient short of breath or does it hurt to breathe?  
Is the patient able to speak in full sentences?  
Has the patient vomited?  
Is it bloody or black like coffee grounds?  
Are the patient's bowel movements different than normal?  
Is it bloody or black like tar?  
Is the pain above or below the belly button?  
If the patient is a woman between 12-50 years, ask if she could be pregnant.  
Has she said she felt dizzy?  
Has there been any vaginal bleeding?  
How much?  
How does the patient act when they sit up?  
Does the patient have any other medical or surgical history?  
Is the patient wearing a MEDIC ALERT tag?  
What does it say?

### BLS Priority Response

Pain unspecified  
Abdominal/Back pain (non-traumatic) patient under 50 yrs.  
Chronic back pain

### Pre-Arrival Instructions

If unconscious, go to **AIRWAY CONTROL** instructions.  
Nothing to eat or drink.  
Allow position of comfort.  
Gather patient's medications, if any.  
If anything changes or the patient's condition worsens, call back immediately.

# A closer look at the Abdominal Pain EMD Guidecard...

### Short Report

Age  
Sex  
Chief complaint  
Dispatch Criteria used to determine response  
Pertinent related symptoms  
Medical/surgical history, if any  
Other agencies responding/Danger to field units, if present

# Gathering Additional Info

**It is important to note that by this stage in the call, help has already been dispatched.**

**The calltaker is not slowing down your responders by asking additional questions.**



# Gathering Additional Info

CAD Incident Form

Location Info: 4TH FLOOR

Name: FAYETTE COUNTY EMA

Event: [ ] Action: [ ]

Child Ca: [ ]

[F1] Save

CAD Event Codes

EVENT	DESCRIPTION
AE	ASSIST ENROUTE (CLI)
AEDCRD	AED CARDIAC ARREST ALS
AEDSEZ	AED SEIZURE ALS
AEDUNR	AED UNRESPONSIVE ALS
CDACAR	CARDIAC ARREST ALS
EABN_A	E ABDOMINAL PAIN ALS
EABN_B	E ABDOMINAL PAIN BLS
EALL_A	E_ALLERGIC ALS
EALL_B	E_ALLERGIC BLS
EALR_A	E MED ALARM ALS
EASST	E_ASSIST
EBAK_A	E_BACK PAIN ALS
EBAK_B	E_BACK PAIN BLS
EBIT_A	E_BITE ALS
EBIT_B	E_BITE BLS
EBLD_A	E_BLEEDING ALS
EBLD_B	E_BLEEDING BLS
EBRN_A	E BURNS ALS
EBRN_B	E BURNS BLS
EBRT_A	E_BREATHING ALS

EXIT

Community: UNIONTOWN

Phone: 724 430 3057

Map Num: [ ]

CP - C/O SEVERE

Source: 92 N9C

Disp: [ ]

Weapons Involved

[F8] Abandon

The CAD software has different event codes to allow everyone involved to know what type of call it is. These correspond with the EMD guide cards.

# Gathering Additional Info

The screenshot shows a 'CAD Incident Form' with a 'CAD Event Codes' pop-up window. The pop-up window contains a table with two columns: 'EVENT' and 'DESCRIPTION'. The table lists various emergency codes and their corresponding descriptions, such as 'AE ASSIST ENROUTE (CLI)' and 'EABN\_A E ABDOMINAL PAIN ALS'. The 'EABN\_A' code is highlighted in blue. The background form includes fields for 'Location Info' (4TH FLOOR), 'Name' (FAYETTE COUNTY EMA), 'Event' (empty), 'Action' (empty), 'Source' (N9C), and 'Disp' (empty). There are also buttons for '[F1] Save', 'EXIT', and '[F8] Abandon'.

EVENT	DESCRIPTION
AE	ASSIST ENROUTE (CLI)
AEDCRD	AED CARDIAC ARREST ALS
AEDSEZ	AED SEIZURE ALS
AEDUNR	AED UNRESPONSIVE ALS
CDACAR	CARDIAC ARREST ALS
EABN_A	E ABDOMINAL PAIN ALS
EABN_B	E ABDOMINAL PAIN BLS
EALL_A	E_ALLERGIC ALS
EALL_B	E_ALLERGIC BLS
EALR_A	E MED ALARM ALS
EASST	E_ASSIST
EBAK_A	E_BACK PAIN ALS
EBAK_B	E_BACK PAIN BLS
EBIT_A	E_BITE ALS
EBIT_B	E_BITE BLS
EBLD_A	E_BLEEDING ALS
EBLD_B	E_BLEEDING BLS
EBRN_A	E BURNS ALS
EBRN_B	E BURNS BLS
EBRT_A	E_BREATHING ALS

You'll notice some incidents are listed twice, followed by "ALS" and "BLS"... This is how we prioritize EMS calls – Advanced Life Support or Basic Life Support. More severe calls are ALS responses.

# Gathering Additional Info

**CAD Incident Form**

<b>2011</b>   <b>4</b>	<b>CL</b>	<b>Location</b> 22 E MAIN ST	<b>Bldg</b>	<b>Apt.</b>	<b>Community</b> UNIONTOWN
<b>Location Info</b> 4TH FLOOR		<b>ESN</b> 3801	<b>Lang.</b>	<b>Phone</b> 724 430 3057	
<small>Jurisdiction</small>	<small>Low CrossStreet</small>	<small>High CrossStreet</small>	<small>SubDivision</small>	<small>Grid Info</small>	<small>Map Num</small>
<b>Name</b> FAYETTE COUNTY EMA		<b>Request Contact</b> <input type="checkbox"/>	<b>Caller Location</b> 24 E MAIN ST		
<b>Remarks</b> CALLER JIMBO FAKEDUDE - PT IS 65 YOF - CAD - NEG SOB NEG CP - C/O SEVERE ABDOMINAL PAIN					
<b>Event</b>					
EABN_A	<b>Action</b>	<input type="checkbox"/>	EABN_A UT	<input type="checkbox"/>	EABN_A 40 <input checked="" type="checkbox"/>
					EABN_A UE <input checked="" type="checkbox"/>
					EABN_A 92
			<b>Source</b> N9C	<b>Disp</b> C	
<input type="checkbox"/> Child Caller <input type="checkbox"/> Special Needs <input type="checkbox"/> Hang Up <input type="checkbox"/> Weapons Involved					
[F1] Save			[F12] Help		[F8] Abandon

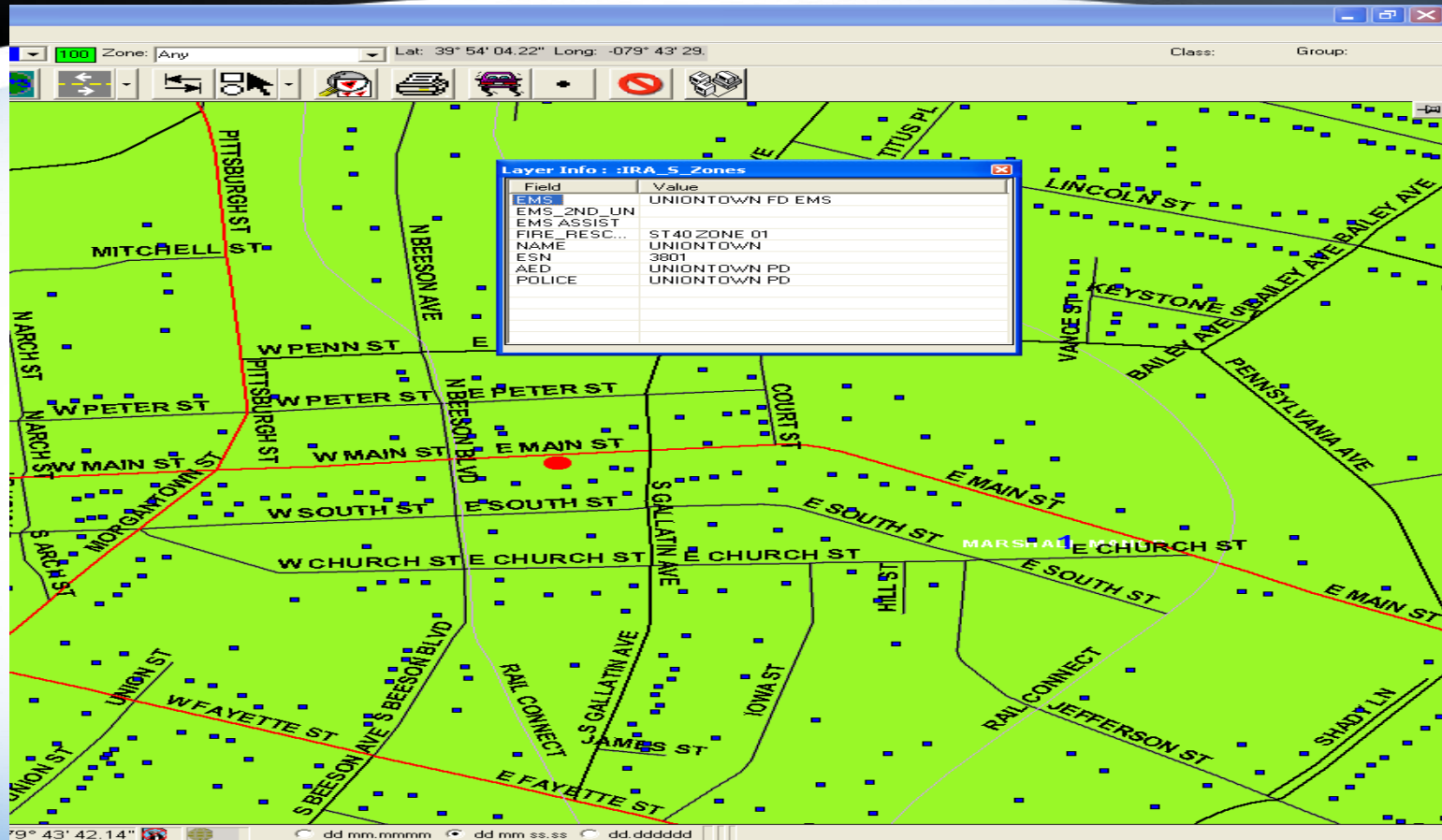
While the caller is still on the line, this info is then sent to the EMS dispatcher to get an ambulance started. This all usually occurs in under a minute. The calltaker then gathers additional info for the call narrative.

# Dispatching The Call

**Now that the calltaker has gathered the basic info on the patient, the call is saved into the system, where the EMS dispatcher will take over.**

**This involves reading the CAD incident form, the call narrative, and utilizing the radio system to give the call info to the proper responders. How do we know who to send, though?**

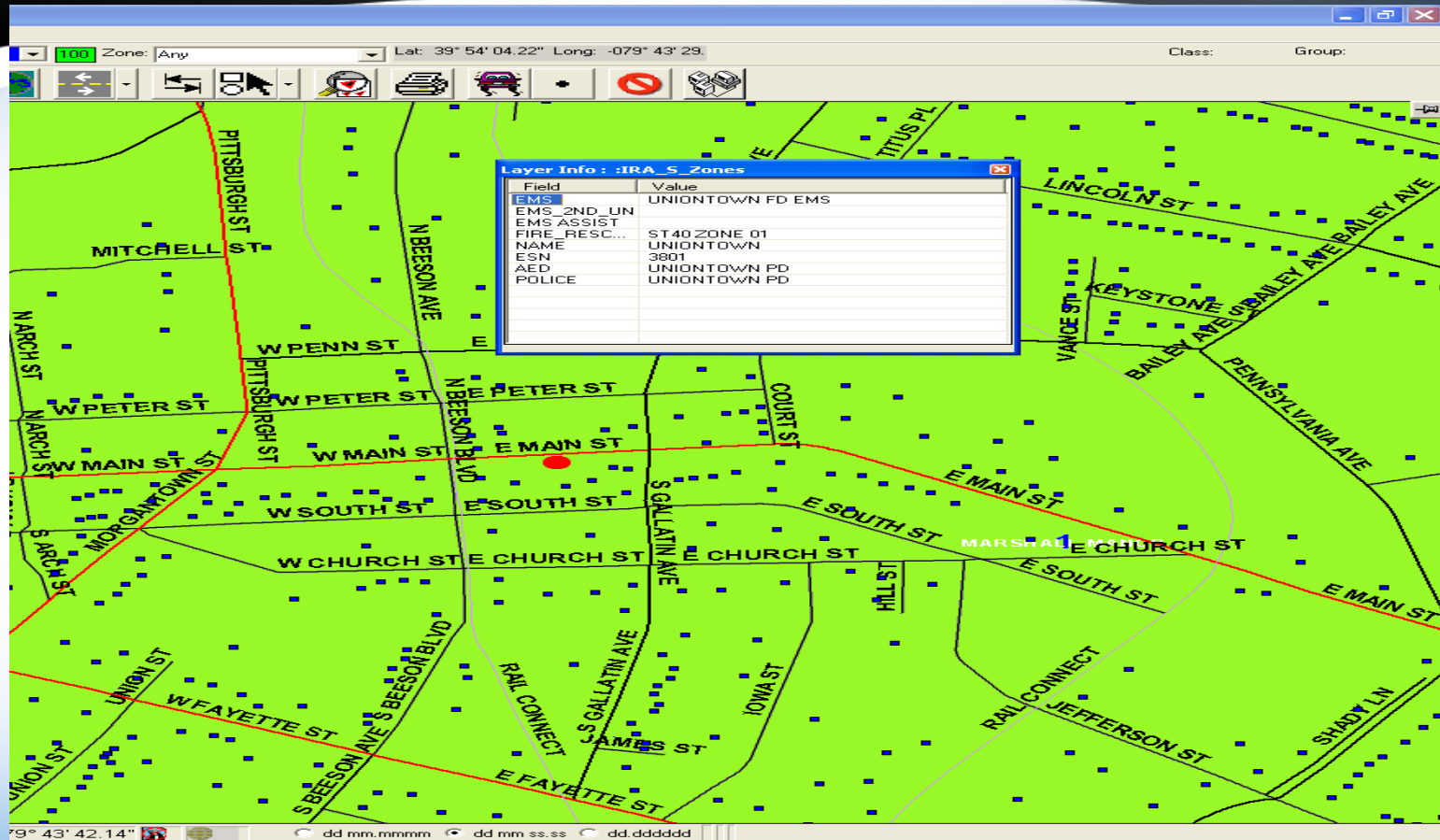
# Dispatching The Call



Fortunately, our mapping software tells us who to send. This is why knowing your location is vital to a quick and effective response...



# Dispatching The Call



As you can see, the responder for our call is Uniontown FD EMS. However, just a mile or two away in any direction, and it's a completely different provider!

# Dispatching The Call

**The dispatcher must verify the municipality (ie; city, township, or borough) that the incident is taking place in in order to know who to send.**

**For instance, Uniontown City Police may respond to a call at this location, but a mile away might be state police territory.**

**This also includes fire departments and EMS providers as well. We CANNOT send someone outside of their jurisdiction under most circumstances!**

# Dispatching The Call

**Additionally, municipalities (as well as the name of the patch you're in, if any) are important because many places under the same "mailing" address have several streets with the same name.**

**A good example of this is Redstone Township. In Redstone Twp, there are no fewer than EIGHT "Main Streets" in various patches, most of which have Brownsville mailing addresses!**

**Imagine if you needed help, called 911, and we sent your ambulance to Brownsville Borough when you really needed it in Tower Hill!**

**When seconds matter, this information is VITAL!**

# Dispatching The Call

**Now that we've got the proper location and responder information figured out, we go to the dispatch screen in the CAD incident.**

**Here's what the dispatchers' CAD screen looks like at this point...**

# Dispatching The Call

UnitClient ver 6... Attendant - Terminal:003 User: MJP9029

File Views SIMS About

Waiting... Cancel List No New Mail

ALI Display

RESIDENCE 724 430-3057 VERIZ

FAYETTE COUNTY EMA  
22 E MAIN ST  
UNIONTOWN

ESN 3801

LAW UNIONTOWN UPD

FIRE UNIONTOWN 40

PRE-FIRE

FPR

CAD Dispatch Form

2011 - 00000004 EABN\_AE ABDOMINAL PAIN ALS EABN\_A

22 E MAIN ST UNIONTOWN

FAYETTE COUNTY EMA

ESN 3801 Elapsed 23:28

Directions

Loc Info: 4TH FLOOR

Caller Location: 24 E MAIN ST

Grid# Map#

BOLO More Info

WI Narratives

Remarks

CALLER JIMBO FAKEDUDE - PT IS 65 YOF - CAO - NEG SOB  
NEG CP - C/O SEVERE ABDOMINAL PAIN

Zone Order

Law ☐

Fire ☐

EMS ☐

Rescue ☐

Response Line-Up

Law ☐

Fire ☐

EMS 1STE ☐ 01.STE

Rescue NOIRP ☐ 01.NIR

1STE Edit Alt

NOIRP Edit Alt

Select UTFD

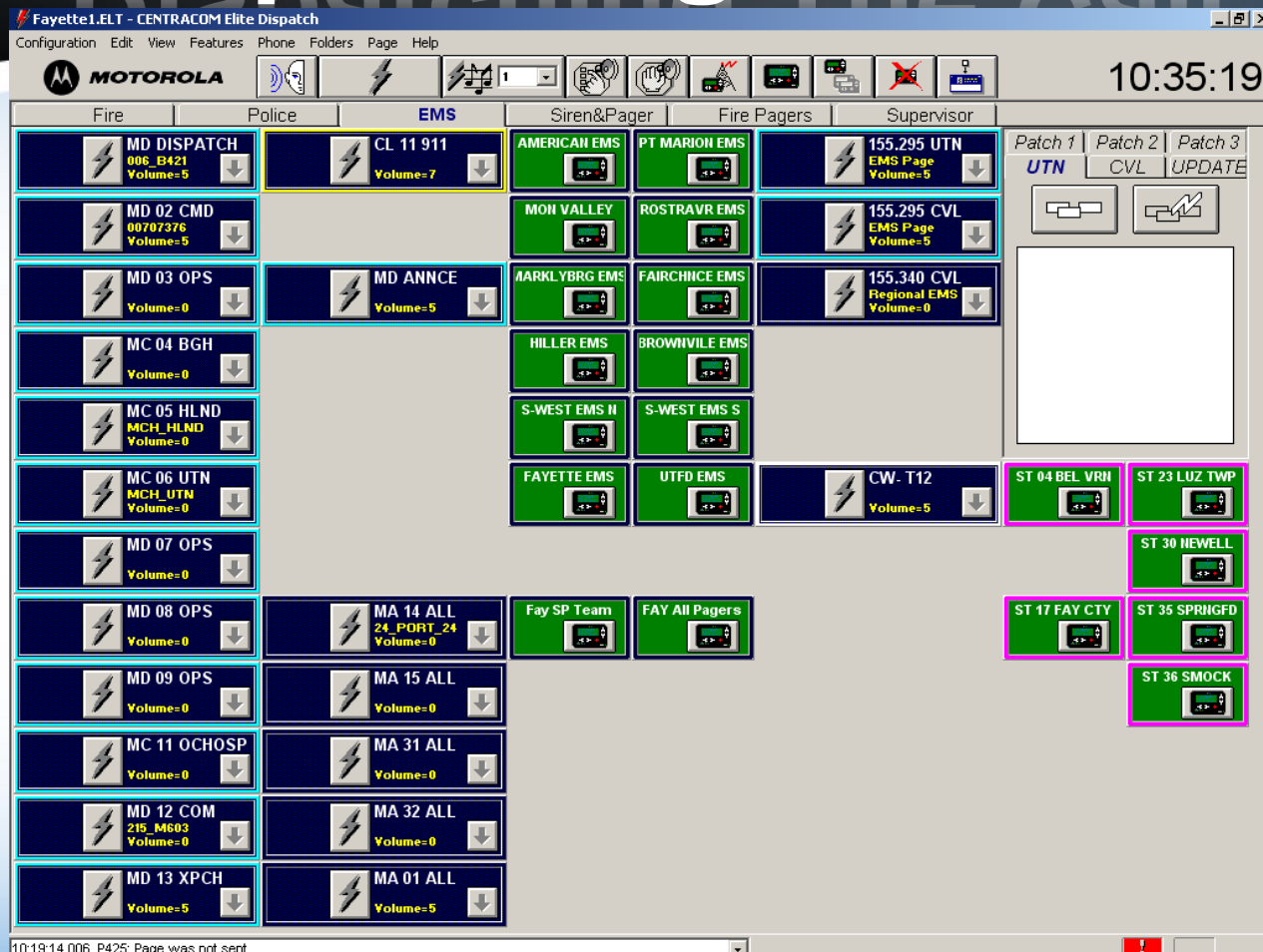
[F1] DSP [F2] ENR [F3] ONS [F8] Cancel OK

EMS	Stat	Time	CT	Grp
16M1	CLR	19:28	E	A FA
16M2	CLR	19:28	E	A FE
16M3	CLR	15:07	E	A FA
16M4	CLR	19:39	E	A FA
21M2	CLR	12:58	E	A HE
33M5	CLR	20:05	E	A PM
40SVR	CLR	11:46	E	A
AMDR			E	A
AMER	DSP	20:48	E	S
AMM1	CLR	19:24	E	A
AMM2	CLR	17:16	E	A
AMM3	CLR	17:58	E	A
AMM4	ON	17:49	E	A
AMM5	CLR	17:58	E	A
AMM6	CLR	20:58	E	A
AMM7	CLR	12:40	E	A
AMM8	CLR	16:50	E	A
BAM1	CLR	21:09	E	A
BAM2	CLR	21:09	E	A
BAM3	CLR	18:24	E	A
BAM4	CLR	19:03	E	A
BAM5	CLR	16:23	E	A
BAM6	CLR	19:28	E	A
BROW	DSP	19:17	E	S
FAY01	CLR	20:27	E	A
FAY02	CLR	20:41	E	A
FAY03	CLR	20:24	E	A
FAY04	CLR	20:58	E	A
FAY05	CLR	09:12	E	A
FAY06	CLR	17:56	E	A
FAY07	CLR	17:56	E	A
FAY08	CLR	17:58	E	A
FAY09	CLR	01:21	E	A
FAY10	CLR	19:47	E	A
FAY11	CLR	13:58	E	A FE
FAY12	CLR	17:14	E	A FE
FAY14	CLR	21:31	E	A FE
FAY15	CLR	20:30	E	A FE
FAY16	CLR	17:30	E	A FE
FAY17	CLR	18:11	E	A FE
FAY18	CLR	13:44	E	A FE
FAY19	CLR	19:48	E	A FE
FAY20	CLR	14:40	E	A FE
FAY21	ON	17:49	E	A FE
FAY22	CLR	10:10	E	A FE
FAY50	CLR	19:37	E	A FE

connected 1



# Dispatching The Call



The dispatchers' attention then turns to the radio screen. After the radio page goes out, the dispatcher makes an announcement to the responders stating what kind of call they have and where.

# Dispatching The Call

**CAD Dispatch Form**

<b>2011 - 00000004 EABN_AE ABDOMINAL PAIN ALS EABN_A</b>					
22 E MAIN ST UNIONTOWN FAYETTE COUNTY EMA ESN 3801 Elapsed: 179:17					
<b>Loc Info:</b> 4TH FLOOR <b>Caller Location:</b> 24 E MAIN ST					
<b>Remarks</b> CALLER JIMBO FAKEDUDE - PT IS 65 YOF - CAO - NEG SOB NEG CP - C/O SEVERE ABDOMINAL PAIN					
<b>Zone Order</b>					
Law	<input type="checkbox"/>				
Fire	<input type="checkbox"/>				
EMS	<input type="checkbox"/>				
Resc	<input type="checkbox"/>				
<b>Response Line-Up</b>					
Law	<input type="checkbox"/>		Edit	Alt	
Fire	<input type="checkbox"/>		Edit	Alt	
EMS	1STE	<input type="checkbox"/> 01.STE	1STE	Edit	Alt
Resc	NOIRP	<input type="checkbox"/> 01.NIR	NOIRP	Edit	Alt

**Directions**

**Grid#** **Map#**

**BOLO** **More Info**

**WI** **Narratives**

**LAW** **EMS** **FIRE** **RESCUE**

**UTFD** **NO IRP**

**Select** **UTFD**

**SOP** **Warrant** **RMS** **Unavailable** **ALI** **[F8] Exit**

Here is a closer look at the CAD Dispatch Form. As you can see, the dispatcher simply enters UTFD (the identifier for Uniontown EMS) and the software automatically notifies them that they have a call via radio pager.

# Dispatching The Call

**After the responding unit calls en route, the dispatcher checks the call narrative to see if the calltaker has entered any additional vital information.**

**The following slide shows what it looks like on the screen, and the one after shows a closeup of the type of information that goes into the narrative.**

# Dispatching The Call

UnitClient ver 6... - Terminal:003 User: MJP9029

Waiting... Cancel List No New Mail

ALI Display

EABN\_A

CAD Incident # 2011 - 000004 Username: MJP9029 09/01/2011 10:46:54

Priority 1 Priority 2 Priority 3

[F1] Save [F2] Next [F3] Previous [F4] Send [F5] SpellChecker [F8] Exit

Narrative By: 003\MJP9029 09/01/2011 10:45:49  
 CALLER STATES THIS IS THE 911 BUILDING... CALLER STATES PT HAS PMHX DIABETES..  
 CALLER REQ EMS USE BACK DOOR ON SOUTH ST -- SOMEONE WILL BE WAITING OUTSIDE FOR  
 THE AMBULANCE

[F8] Exit

Unit	Status	Yr	Cad Num	Cad Location	Unit Location	Event
M401	ENR	2011	4	22 E MAIN ST, UNIONTOWN		EABN_A

EMS	Stat	Time	CT	Grp
16M1	CLR	19:28	E A	FA
16M2	CLR	19:28	E A	FE
16M3	CLR	15:07	E A	FA
16M4	CLR	19:39	E A	FA
21M2	CLR	12:58	E A	HE
33M5	CLR	20:05	E A	PM
40SVR	CLR	11:46	E A	16
AMDR			E A	17
AMER	DSP	20:48	E S	AA
AMM1	CLR	19:24	E A	17
AMM2	CLR	17:16	E A	17
AMM3	CLR	17:58	E A	17
AMM4	ON	17:49	E A	17
AMM5	CLR	17:58	E A	AA
AMM6	CLR	20:58	E A	AA
AMM7	CLR	12:40	E A	17
AMM8	CLR	16:50	E A	17
BAM1	CLR	21:09	E A	18
BAM2	CLR	21:09	E A	18
BAM3	CLR	18:24	E A	18
BAM4	CLR	19:03	E A	18
BAM5	CLR	16:23	E A	BA
BAM6	CLR	19:28	E A	BA
BROW	DSP	19:17	E S	18
FAY01	CLR	20:27	E A	FE
FAY02	CLR	20:41	E A	FE
FAY03	CLR	20:24	E A	FE
FAY04	CLR	20:58	E A	FE
FAY05	CLR	09:12	E A	FE
FAY06	CLR	17:56	E A	FE
FAY07	CLR	17:56	E A	FE
FAY08	CLR	17:58	E A	FE
FAY09	CLR	01:21	E A	FE
FAY10	CLR	19:47	E A	FE
FAY11	CLR	13:58	E A	FE
FAY12	CLR	17:14	E A	FE
FAY14	CLR	21:31	E A	FE
FAY15	CLR	20:30	E A	FE
FAY16	CLR	17:30	E A	FE
FAY17	CLR	18:11	E A	FE
FAY18	CLR	13:44	E A	FE
FAY19	CLR	19:48	E A	FE
FAY20	CLR	14:40	E A	FE
FAY21	ON	17:49	E A	FE
FAY22	CLR	10:10	E A	FE
FAY50	CLR	19:37	E A	FE

# Dispatching The Call

The screenshot shows a software window titled "EABN\_A" with a blue header bar. Below the header, a grey bar contains the text "CAD Incident # 2011 - 000004", "Username: MJP9029", and "09/01/2011 13:16:45". The main area of the window is a large white text box. Below this box are three radio buttons labeled "Priority 1", "Priority 2", and "Priority 3", with "Priority 1" selected. Below the priority buttons is a row of six buttons: "[F1] Save", "[F2] Next", "[F3] Previous", "[F4] Send", "[F5] SpellChecker", and "[F8] Exit". At the bottom of the window is a smaller white text box containing the following text: "Narrative By: 003\MJP9029 09/01/2011 10:45:49", "CALLER STATES THIS IS THE 911 BUILDING... CALLER STATES PT HAS PMHX DIABETES..", "CALLER REQ EMS USE BACK DOOR ON SOUTH ST -- SOMEONE WILL BE WAITING OUTSIDE FOR", and "THE AMBULANCE".

EABN\_A

CAD Incident # 2011 - 000004 Username: MJP9029 09/01/2011 13:16:45

Priority 1 Priority 2 Priority 3

[F1] Save [F2] Next [F3] Previous [F4] Send [F5] SpellChecker [F8] Exit

Narrative By: 003\MJP9029 09/01/2011 10:45:49  
CALLER STATES THIS IS THE 911 BUILDING... CALLER STATES PT HAS PMHX DIABETES..  
CALLER REQ EMS USE BACK DOOR ON SOUTH ST -- SOMEONE WILL BE WAITING OUTSIDE FOR  
THE AMBULANCE

As you can see, the calltaker has entered more important information in the narrative. In the event that anything changes during the course of the incident, the dispatcher or supervisor can add or change the narrative as needed.



# Dispatching The Call

CAD Dispatch Form			
<b>2011 - 00000004    EABN_AE ABDOMINAL PAIN ALS    EABN_A</b>			
22 E MAIN ST		UNIONTOWN	
FAYETTE COUNTY EMA			
ESN 3801	Elapsed 35:32		
<b>Loc Info:</b> 4TH FLOOR			
<b>Caller Location:</b> 24 E MAIN ST			
<b>Remarks</b> CALLER JIMBO FAKEDUDE - PT IS 65 YOF - CAO - NEG SOB NEG CP - C/O SEVERE ABDOMINAL PAIN			
<b>Zone Order</b>			
Law	<input type="checkbox"/>		
Fire	<input type="checkbox"/>		
EMS	<input type="checkbox"/>		
Resc	<input type="checkbox"/>		
<b>Response Line-Up</b>			
Law	<input type="checkbox"/>	<div>▼</div>	Edit Alt
Fire	<input type="checkbox"/>	<div>▼</div>	Edit Alt
EMS	1STE <input type="checkbox"/> 01.STE	1STE ▼	Edit Alt
Resc	NOIRP <input type="checkbox"/> 01.NIRP	NOIRP ▼	Edit Alt
		Select M401	
<div>[F1] DSP [F2] ENR [F3] ONS [F8] Cancel OK Y</div>			

**The unit which has called en route via radio, for this example, is Uniontown Medic 401 – The dispatcher marks them en route, on scene, and clear of scene as appropriate.**

# Dispatching The Call

The screenshot displays the UnitClient ver 6.0.0 software interface. The main window is titled 'UnitClient ver 6.0.0' and shows a 'Waiting...' status. The 'System Monitor' window is open, displaying a call for 'FAYETTE TRAINING' with the following details:

- TERM: 3
- MJP9029
- FAYETTE TRAINING
- Rev 6.2.0.72
- 09/01/11 10:48:45
- Active: 1
- Seq: 001
- 2011
- 00000004
- 10:10:29
- 00
- EABN\_A
- 22 E MAIN ST / UNIONTOWN
- 724-430-3057
- N9C

The 'Assigned Units' window is also open, showing a list of units and their status. The unit M401 is assigned to the call.

Unit	Status	Yr	Cad Num	Cad Location	Unit Location	Event
M401	ONS	2011	4	22 E MAIN ST, UNIONTOWN		EABN_A

The 'M401' window is open, showing the unit's status and location. The unit is currently 'ONS' (On Scene) and the event is 'EABN\_A'. The last status time is 10:48 and the case number is 000000000.

Buttons for marking the unit as clear (CLR) and other actions (ENR, ONS, LOG, CASE, ZONE, HIST, PAGE, OTHER, EXIT) are visible.

When the incident is over, the dispatcher can mark the responding unit clear via the CAD software. The call then disappears and is automatically faxed to anyone who responded.

# Dispatching The Call

The screenshot displays the UnitClient software interface. On the left is a list of units with columns for EMS, Stat, Time, and Grp. On the right is the System Monitor window, which includes a status bar, a header section with TERM, MJP9029, and FAYETTE TRAINING, and a main area with a table of events. Below the System Monitor is a toolbar with various icons and a section for Assigned Units.

**UnitList (Left Panel):**

EMS	Stat	Time	Grp
16M1	CLR	19:28	E A FA
16M2	CLR	19:28	E A FE
16M3	CLR	15:07	E A FA
16M4	CLR	19:39	E A FA
21M2	CLR	12:58	E A HE
33M5	CLR	20:05	E A PM
40SVR	CLR	11:46	E A 16
AMDR			E A 17
AMER	DSP	20:48	E S AA
AMM1	CLR	19:24	E A 17
AMM2	CLR	17:16	E A 17
AMM3	CLR	17:58	E A 17
AMM4	ON	17:49	E A 17
AMM5	CLR	17:58	E A AA
AMM6	CLR	20:58	E A AA
AMM7	CLR	12:40	E A 17
AMM8	CLR	16:50	E A 17
BAM1	CLR	21:09	E A 18
BAM2	CLR	21:09	E A 18
BAM3	CLR	18:24	E A 18
BAM4	CLR	19:03	E A 18
BAM5	CLR	16:23	E A BA
BAM6	CLR	19:28	E A BA
BROW	DSP	19:17	E S 18
FAY01	CLR	20:27	E A FE
FAY02	CLR	20:41	E A FE
FAY03	CLR	20:24	E A FE
FAY04	CLR	20:58	E A FE
FAY05	CLR	09:12	E A FE
FAY06	CLR	17:56	E A FE
FAY07	CLR	17:56	E A FE
FAY08	CLR	17:58	E A FE
FAY09	CLR	01:21	E A FE
FAY10	CLR	19:47	E A FE
FAY11	CLR	13:58	E A FE
FAY12	CLR	17:14	E A FE
FAY14	CLR	21:31	E A FE
FAY15	CLR	20:30	E A FE
FAY16	CLR	17:30	E A FE
FAY17	CLR	18:11	E A FE
FAY18	CLR	13:44	E A FE
FAY19	CLR	19:48	E A FE
FAY20	CLR	14:40	E A FE
FAY21	ON	17:49	E A FE
FAY22	CLR	10:10	E A FE
FAY50	CLR	19:37	E A FE

**System Monitor (Right Panel):**

Waiting... Cancel List No New Mail

TERM : 3 MJP9029 FAYETTE TRAINING Rev 6.2.0.72 09/01/11 10:50:02

Active

SEQ	CREATED	S*	EVENT	LOCATION	TELEPHONE	SRC	F	L	R	E	P	N

**Assigned Units (Bottom Panel):**

Unit	Status	Yr	Cad Num	Cad Location	Unit Location	Event

Assuming no other calls came in (not likely!), we are back to a clear CAD screen. The call is now complete.

# **Additional Notes**

**It may seem like a lot happened over the course of our example, and, indeed it did.**

**However, make note that everything, from when the dispatcher answered the phone until the ambulance called en route, happened in less than three minutes.**



# **Additional Notes**

**As soon as the callers location, name, phone number (so we can call back in case we get disconnected), and primary complaint, the call was dispatched and help was responding.**

**Although it may seem like forever to a panicked caller, this all happened in less than one minute!**

# **Additional Notes**

**If you have any additional questions, feel free to contact us via our web site:**

**<http://www.fcema.org>**