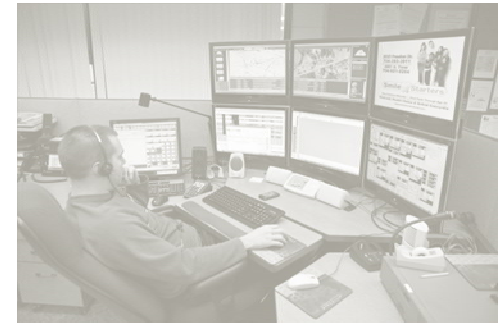


# Objectives for this Presentation



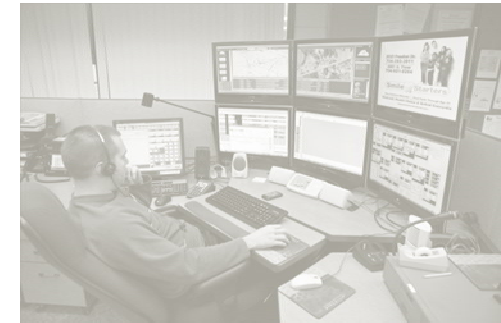
- Demonstrate that the 911 System must include call receipt, dispatch and communication with first responders in order to provide successful outcomes for citizens.
- A seamless 911 System is critical to saving lives.
- A single point of communication (phone and radio) for multiple response agencies (in this case 3) is critical to coordinating the quickest response possible.
- 911 Funds pay for a very small part of what is needed to successfully carry out an emergency call response.



# Catawba County 911 Center



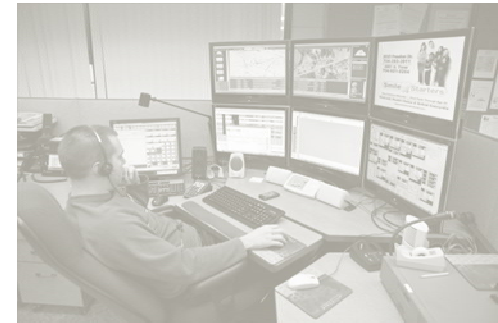
- Primary PSAP for all of Catawba County.
- Provides dispatch and radio communications services for Catawba County EMS, all fire departments in Catawba County, Catawba County Sheriff's Office and all Police Departments in Catawba County except for Hickory and Newton.



# January 15<sup>th</sup> 2010 – 3:34 p.m.



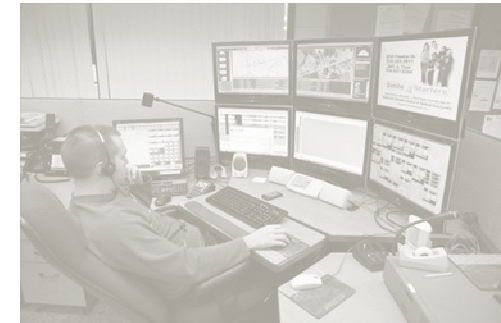
- Report of 3-4 year old female drowning
- Silver Springs Terrace in Hickory, NC
- 3 Agencies are Dispatched and Respond (Catawba County EMS, Hickory Fire and Hickory Police)



# According to the American Heart Association



- Brain death starts to occur four to six minutes after someone experiences cardiac arrest if no CPR and defibrillation occurs during that time.
- If bystander CPR is *not* provided, a sudden cardiac arrest victim's chances of survival fall 7 percent to 10 percent for every minute of delay until defibrillation. Few attempts at resuscitation are successful if CPR and defibrillation are *not* provided within minutes of collapse.





# The 911 Call – 3:34:39 p.m.





# The 911 Call





# The 911 Call



Call began - 3:34:39 p.m.



Current - 3:35:06 p.m.

27 seconds have elapsed





This is the point where 911 Funds  
stop paying for this call.



# Dispatch Catawba County EMS and Hickory Fire Department –3:36:30 p.m. 1 minute 59 seconds have elapsed





Dispatch/ Enroute 3:37:00 p.m.  
2 minutes and 21 seconds have elapsed





# Call to Hickory Police 📢

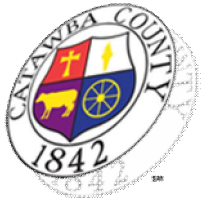


Call began - 3:34:39 p.m.



Current - 3:38:10 p.m.  
3 minutes and 31 seconds have elapsed

# Call to Hickory Police



- Hickory Police Department is a Secondary PSAP and is not part of Catawba County's consolidated dispatch operation.
- Notice that a lot of time has to be taken to manually call the secondary PSAP and verbally transfer information. Because of differences in technology and networks, automatic transfer of these calls is not possible.



# Calls Silver Springs to Confirm



**Current - 3:39:16 p.m.  
4 minutes and 37  
seconds have elapsed**

Call began - 3:34:39 p.m.



# Calls Silver Springs to Confirm



- The original caller called Catawba County 911 from an apartment in Silver Springs Terrace, but the complex is on a PBX system.
- A PBX system does not give the exact location or telephone number of the caller. It only gives the location and main number for that business.
- As this call back demonstrates, the original caller was calling from an apartment, but because of the PBX system the location comes into the 911 Center as the main office.
- At this point, it is anyone's guess where the girl may be on the property.

If you were standing in the Catawba County 911 Center at this time this is what you would have heard

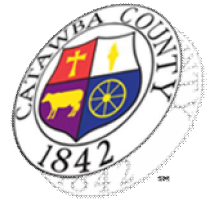




# Enroute

## Communication Across Agencies

Current: 3:39:14 p.m.



4 minutes and 35 seconds have elapsed



Call began: 3:34:39 p.m.



The previous slide was 1 minute of radio communications between 4 telecommunicators and the multiple agencies responding to this call. Do you know what happened in that 1 minute?



- Four 911 Center telecommunicators and 5 separate emergency response vehicles communicated during the time period.
- Catawba County EMS Unit 5 confirms directions to Silver Springs Terrace with the 911 Center.
- Catawba County EMS Unit 42 informs the 911 Center that they are finished with a call very close to Silver Springs Terrace and they may be closer than EMS Unit 5. EMS Unit 42 tells the 911 Center that they are enroute to the call at Silver Springs Terrace.
- Hickory Fire Department Engine 2 tells the 911 Center that they have arrived on scene at Silver Springs Terrace and the 911 Center acknowledges.
- Hickory Fire Department Engine 2 asks the 911 Center if the 911 Center has gotten a better location for the victim.
- Catawba County EMS Unit 301 (Supervisor) asks Catawba County EMS Unit 5 what their location is.
- Catawba County EMS Unit 5 responds to Catawba County Unit 301's question.
- Catawba County EMS Unit 301 redirects EMS Unit 5 to an emergency medical transfer since EMS Unit 42 is closer to Silver Springs Terrace. 911 Center acknowledges the redirection of EMS Unit 5 to the emergency transfer and that EMS Unit 42 is proceeding to Silver Springs Terrace.
- Catawba County EMS Unit 306 (Supervisor) calls into the 911 Center.
- Catawba County EMS Unit 301 (Supervisor) confirms with 911 Center that EMS Unit 4 and EMS Unit 8 are the only units available for calls in Catawba County at that time.

**Again, 911 Funds pay for none of this**

# On Scene – Trying to Locate Victim



**Current: 3:40:52 p.m.**

**6 minutes and 13 seconds have elapsed**



Call began: 3:34:39 p.m.



# On Scene – Locates Victim Changes Location



**Current: 3:41:34 p.m.**

**6 minutes and 55 seconds have elapsed**



**Call began - 3:34:39 p.m.**





# On Scene – Locates Victim Changes Location



**Current: 3:41:34 p.m.  
6 minutes and 55  
seconds have elapsed**

Call began - 3:34:39 p.m.





# On Scene – Locates Victim Changes Location



**Current: 3:41:34 p.m.**  
**6 minutes and 55 seconds have elapsed**



Call began - 3:34:39 p.m.



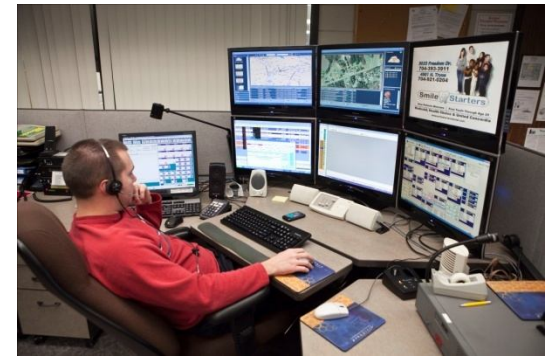
# 3 Minute Response Time from Dispatch



**3:34:39 p.m.** - Call to 911 Communications

**3:36:30 p.m.** - Dispatch EMS, Hickory Fire

**3:39:54 p.m.** - EMS, Hickory Fire On Scene





# CATAWBA | NORTH COUNTY CAROLINA



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