

# LETA *lowdown*

Keeping you up to date on all of the latest 9-1-1 technology and happenings in Larimer County .

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### We have achieved interoperability! What does that mean for you?

Loveland, Estes Park and CSU do not back up any other dispatch center so they do not have to be concerned with interoperability. Larimer County and Fort Collins are the primary back up agencies in our county.

Special logins have been set up for FC911 and LCSO, in which they can log in and receive calls from the agency requesting assistance. The main difference with this process in the VIPER system is that users will need to log out of their personal log in before signing in with the special log ins cre-

ated for interoperability. All PSAP's are now in ring all environments so the presentation of calls will be the same countywide.



## VIPER UPDATES

The VIPER system has provided Larimer County with a stable 9-1-1 phone system. We have experienced no crashes or outages since our first implementation in January. We thank you for your patience during this time of transition.

Please be sure to notify LETA of any problems you may experience as well as any contact change requests. You can email the LETA team at [leta@leta911.org](mailto:leta@leta911.org).

# Text-to-9-1-1 WATCH

A partnership with Intrado has allowed LETA to start Text-to-9-1-1 discussions in Larimer County. The 4 major wireless providers: Verizon Wireless, AT&T, Sprint and T-Mobile, have committed to be ready to deliver text messages to 9-1-1 by May 15, 2014. The VIPER system will allow you to receive text messages from citizens in emergency situations. LETA will test the system extensively to assure that we are ready for a summer 2014 launch. Our public education campaign will run under the slogan, "Call if you can. Text if you must."



## Text-to-9-1-1 Presentation

Incoming text messages will present like a normal incoming call but will present on the Text 911 queue button. Visually the call will present the same way but will have a distinct ringtone. You can click on the queue button to answer the text or simply click the answer button from your keypad. 9-1-1 calls will still take priority over incoming text-to-9-1-1 calls.

## Text-to-9-1-1 Dialogue

When you answer an incoming text message, the text box will appear over the ANI/ALI portion of your screen. ANI/ALI information is not yet delivered with text-to-9-1-1 calls. You will receive the callers initial text followed by an approximate cell site location. This is not the callers location!

The drop down box at the bottom of the text screen will include pre-formed messages from which you can select during your conversation. You may also choose to free hand your messages to the caller by typing directly in the response line.



## Text-to-9-1-1 Hold

You can put a text message on hold to answer other incoming calls. The text-to-9-1-1 call will appear in an I-hold state on the queue button. Only the original call taker can pick up to text conversation from hold. If another text message is received from the caller while in a held state, the queue button will appear with the text "Updated."



If there is only one text call on hold, you can simply click the text queue button to pick it up from hold. If you have multiple text calls on hold, you will need to choose the call that you wish to pick up, from the "Active SMS" list in the list module, and double click on the IHOLD or UPDT call state.



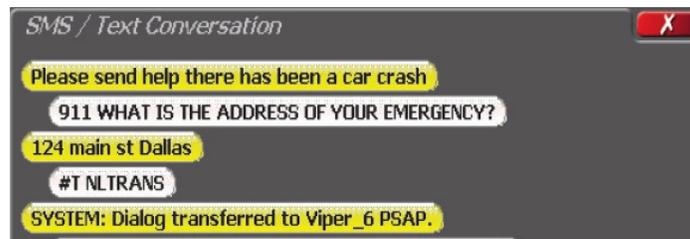
## Text-to-9-1-1 Release

Clicking on the red “x” on the top right corner of the dialogue box does not release the text-to-9-1-1 call. To release a conversation, click on “Release” on the VIPER screen. The caller will receive a text notification that the call has been terminated by the PSAP and that they will need to initiate another text message to resume contact.

## Text-to-9-1-1 Transfers

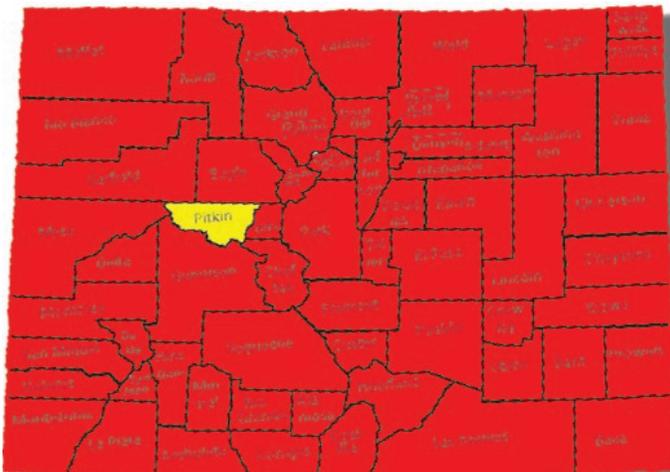
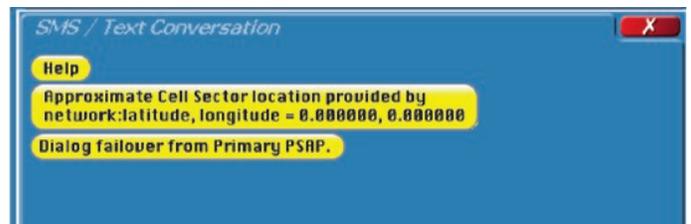
All PSAP’s will be able to transfer text-to-9-1-1 calls to other agencies in Larimer County. The #T symbol is used for a transfer followed by the agency that you would like to transfer the call to. The transfer codes are listed below:

- #T LCSO
- #T FC911
- #T LVPD
- #T EPPD
- #T CSUPD



Using the transfer function will allow you to send the current dialog, in it’s entirety, to another PSAP. The VIPER system will provide you with a message indicating that the call has been transferred. The original PSAP can then release the call and it will remain with the transferred PSAP. An error message will appear if the transfer was unsuccessful.

Text-to-9-1-1 calls are also set up to failover to a secondary PSAP if not answered at the primary PSAP within 30 seconds. If you receive a failover text, the dialogue will indicate which PSAP it failed over from.

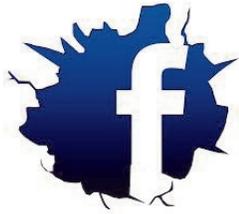
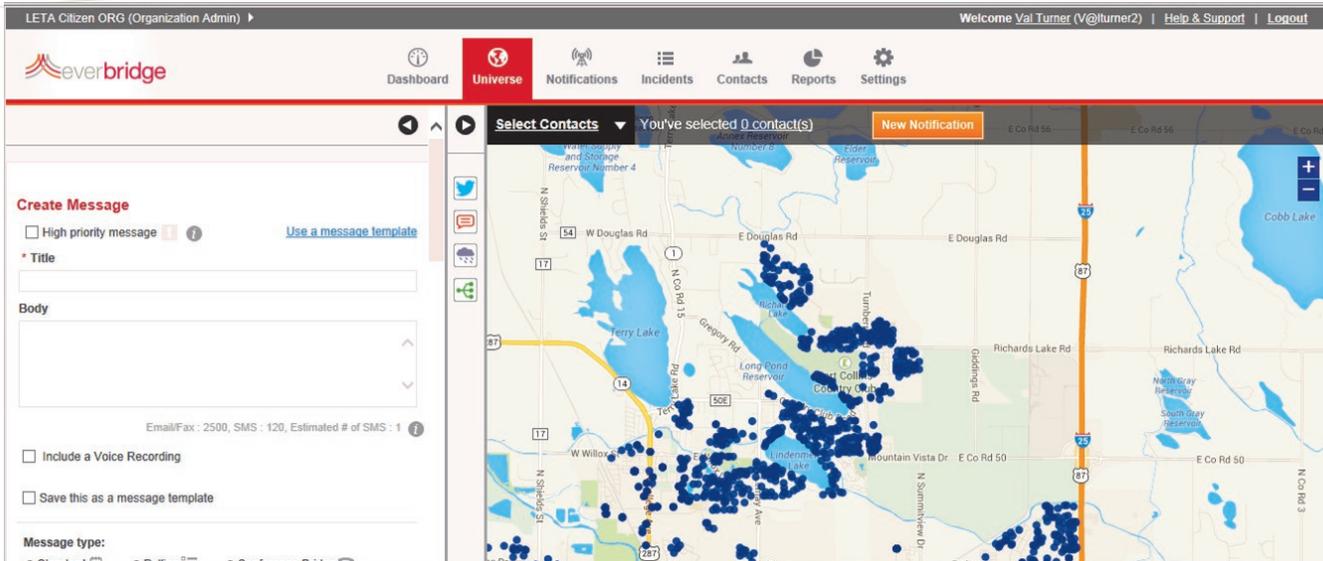


## TEXT-TO-9-1-1 IN COLORADO

Currently, Aspen/Pitkin County is the only county in Colorado able to receive text-to-9-1-1 calls. Aspen/Pitkin County is currently receiving their text-to-9-1-1 calls on a stand alone terminal separate from their phone system. Larimer County will be the first county in Colorado to receive text-to-9-1-1 calls through the VIPER phone system and be able to transfer them to other LETA PSAP’s.

# NEW LOOK, NEW TOOLS

## *Inside Everbridge- Mass Notification*



**Take a look at some of the new features coming soon!**

- ◆ A new feature that Everbridge offers is the Smart Weather Alerting. Citizens will be able to sign up for weather alerts that will be generated directly from NWAS, which means no extra work for you!
- ◆ LETA is pre-building incident templates for each PSAP which will increase the speed and efficiency of notifications.
- ◆ Social media has quickly become a valuable tool for emergency communication. Everbridge has created a social media tool that allows any alert that is sent on the system to be directly linked to the LETA or individual PSAP Facebook and Twitter accounts.
- ◆ Social media geo-fencing allows LETA to receive an alert any time someone tweets about specific words such as fire, flood, and shooting, within a pre-determined radius in Larimer County.

The new user interface, Everbridge - Mass Notification, is currently being tested and will be ready for implementation during the fall of 2014. LETA is very excited about this project and upcoming trainings. Stay tuned!

# EMD COMMITTEE UPDATES

The Quality Improvement Unit (QIU) is made up of EMD-Q's for each PSAP. The EMD-Q grades all medical calls received at their PSAP. It is their job to follow National Academy of Emergency Dispatch Performance Standards when grading each call. The QIU committee meets the second Monday of every month.

The QIU group focuses on the Quality Assurance of the program while the Medical Dispatch Review Committee (MDRC) is responsible for Quality Improvement. MDRC focuses on the statistics that QIU reports and determines how to educate the dispatchers and reverse the negative scores and trends. The MDRC committee meets bi-monthly on the third Wednesday.

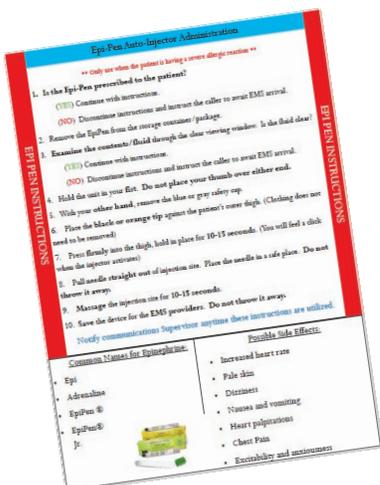
Members of both committees recently met at the EMD-Q workshop held at LETA. The QIU and MDRC Committees continue to work towards continuity in the EMD program. Please review meeting minutes and agendas to keep current on EMD issues in Larimer County.

## CONGRATULATIONS TO OUR ACE CENTERS!

LETA is proud to have two ACE accredited centers! Loveland Emergency Communications Center and Fort Collins 9-1-1 were both awarded their re-accreditation certificates at the 2014 Navigator Conference in Orlando, Florida. These centers have established a high standard of excellence for emergency dispatch and we are proud of their accomplishment.

## NORTHERN COLORADO EMD SEMINAR

Please mark your calendars for Wednesday, September 17th. The QIU committee will be hosting the Northern Colorado EMD Seminar at the Loveland Police Institute. We are excited to bring to you "Who Wants to be an EMD Millionaire," presented by our friends from El Paso/Teller County. The committee has started forming the agenda. If there are specific topics that you would like to see at the Seminar, please let your QIU representative know. We look forward to seeing you all there! Registration will begin later in the summer.



## EPI-PEN PROTOCOL

You may have seen the new Epi-Pen instructions on your dispatch console but may not be educated on why it is there. The Epi-Pen instructions are to be given to callers who DO NOT know how to administer the Epi-Pen. These instructions should be given after all of the Key Questions have been asked. Epi-Pen instructions will be part of ProQA v.13 but until we are able to switch, these instructions will fill that gap.

Dr. Sundheim stated that Epi-Pen administration is more crucial in an anaphylaxis event than CPR. Please take the time to review the instructions and become comfortable with them. There is also a LETA policy regarding the use of Epi-Pen instructions. If you would like to review that policy, please ask your Q or MDRC representative.



You are invited to hike Storm King Mountain in memory of the 14 firefighters who died battling a wildfire on this mountain 20 years ago. Storm King Mountain is located near Glenwood Springs. This is the 3rd annual public safety hike for dispatch, police, fire and EMS. Please come and invite a friend to come along as well. If you are want more info or a registration form please contact Val Turner at [vturner@leta911.org](mailto:vturner@leta911.org).

## Award Winning Centers

On April 18, 2014, the Colorado chapter of APCO/NENA held a National Telecommunicators Week Luncheon in Castle Rock. Fort Collins 911, Loveland Emergency Communications Center, Larimer County Sheriff's Communications Center and Estes Park Police Communications Center, were all awarded as Communications Center of the Year.

LETA nominated these centers for their extraordinary work during the historic September 2013 flooding.

Loveland Emergency Communications Center was also awarded Team of the Year. Congratulations to these deserving dispatch centers!



## Pictometry: School Floor Plan Project

After joining a webinar called "Lessons Learned: Lessons from Sandy Hook" it was clear that Larimer County needed to gain the upper hand on active shooter situations. One of the biggest takeaways from the webinar was the use of school floor plans. Newtown, CT dispatchers relied heavily on the school floor plan when guiding responders to the scene.

LETA is currently working with Pictometry to incorporate floor plans for every public school in Larimer County and for main campus buildings at Colorado State University. The project is currently underway and it is anticipated that the elementary through high school floor plans will be complete by the end of summer. CSU floor plans are scheduled for an early fall completion.

Dispatchers and first responders will have access to these floor plans through the CAD mapping system or through Pictometry Online (POL). Users will be able to add layers (floor plans) overtop of the oblique imagery and lead first responders to the exact location of the emergency. LETA will be hosting a training on Pictometry and how to use the floor plans in August.

