LETA *lowdown*

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

ANI/ALI : What does it all mean?

303-911-0000

An ANI similar to this means that someone dialed the 911 trunk directly. Each trunk has a ten-digit "behind the scenes" number assigned to it. These behind the scenes numbers are not published so you should only receive these ANIs if someone accidentally dials the trunk.

719-111-1111

An ANI similar to this means that the carrier circuit is down. Your ALI will show "PSAP = No Address Information Due to ANI Failure Between Tandem, ANI Failure Between Tandem & PSAP". This is not a VIPER issue but instead an issue with the callers service provider. If you believe there is an emergency that needs to be ad-

dressed, Intrado can attempt to trace the phone.

911-123-4567
These are donated cell phones.

If you receive an ANI/ALI that is incorrect, and not one of the scenarios listed above, please submit an ANI/ALI discrepancy on the VIPER system. You can find the steps to complete the submission on Page 2.

VIPER TIPS

- When dialing a 1-800 number, there is no need to type the "1". Typing a 1 in the number sequence will result in an error message that says, "retrieving available line" and the call will not go through. No "1" necessary when dialing 1-800 numbers!
- 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.
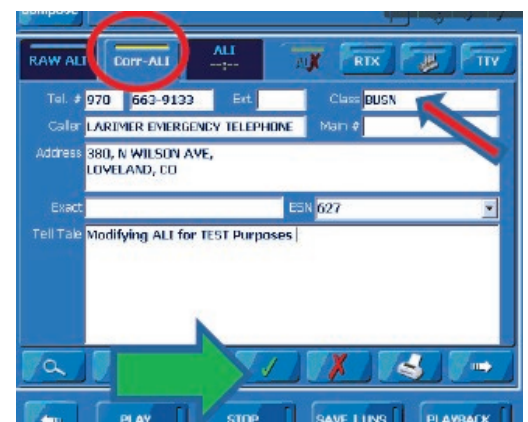
Submitting ANI/ALI Discrepancies

Submitting ANI/ALI discrepancies should be done through the VIPER system. The ANI/ALI discrepancy must be completed within 15 minutes of receiving the initial call to be able to use the VIPER tools. Once you log out of the VIPER system, you will not be able to go back and submit a discrepancy report.

1. If you have already released the call, you will need to find the call listed under the "Released" tab. Double click on the call to fill the ANI/ALI screen.
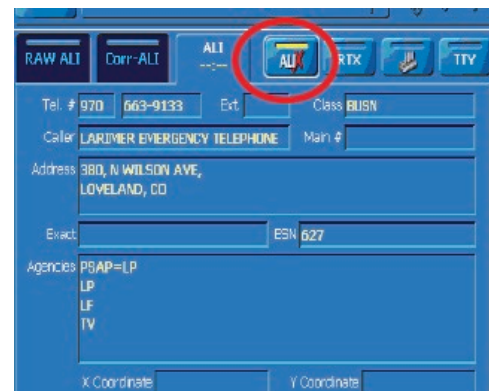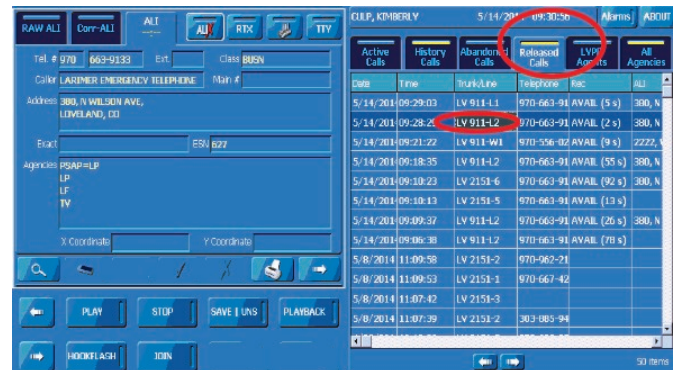
2. Select the ALIX tab and it will turn yellow. This this is to flag the ALI discrepancy. You can hit this button while you are on the call and come back within 15 minutes to complete the changes.

3. Then select the CORR-ALI tab. It will turn yellow when selected. Type the ANI/ALI corrections in the box. Select the green check box at the bottom to save the changes.

LETA has set up the system to run reports on ANI/ALI corrections every evening. If you submit an ANI/ALI discrepancy, please send an email to leta@leta911.org to ensure that the discrepancy was received and corrected. If you have missed the 15 minute threshold or have problems using the tools, just email your MSAG change form to leta@leta911.org or send a fax to 970-663-9133.

Text-to-9-1-1 WATCH

Text-to-911 has been going strong in Larimer County since August 18, 2014. We hope that dispatchers have found this new technology to be a seamless transition. Only 2% of dispatch centers nationwide are capable of receiving Text-to-911 calls. That is something to be proud of! Public Awareness of Text-to-911 being available in our county continues to be very low. Please help us by sharing this information with your friends, family, neighbors and other city/county employees.

Reminders about Text to 9-1-1 in the dispatch center:

## Transferring Text-to-911 Calls

Text-to-911 calls can only be transferred one time. If a Text-to-911 is transferred to you by another agency, you will not be able to transfer the call again. If you attempt to transfer a second time, you will receive a notification in the dialogue box stating that the transfer has failed. This is with Intrado as an enhancement request. Intrado is also working on the ability to transfer to other VIPER systems outside of our LETA 911 Network, so stay tuned!

When transferring a Text-to-911 call it is important to inform the caller that you are doing so. Before terminating the transferred call, please be sure that the receiving agency has started dialogue with the caller. You cannot re-initiate a text call with the caller via text!

Texting photos to 9-1-1

If you guessed that photos would soon follow text messages as a way to communicate emergencies, you would be correct. LETA has tested sending MMS messages to 9-1-1 with Sprint. Sprint is currently the only carrier live with this feature.

If a photo is sent with a text message, the dialogue will state that multimedia is available. In order to retrieve this multimedia message, you will need to call the Intrado NOC at 1-877-856-7504 and provide them with the Incident ID number provided. A quicker method would be to connect the caller with the responding emergency unit and inform them the caller has sent an attachment or photo to 911. This will allow the officer to secure possible evidence immediately on the scene.
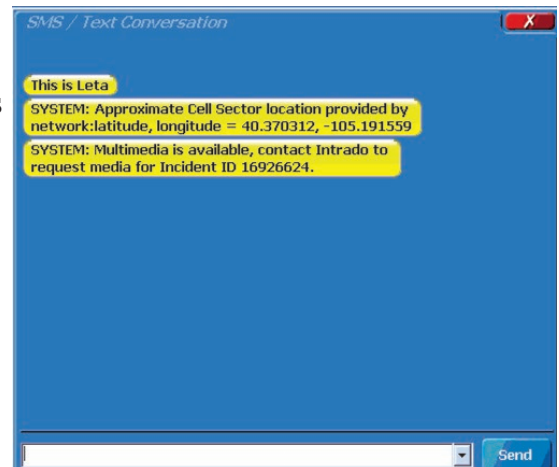
LETA partners with Mesa County

In November, Larimer County officially became the guardian of Text-to-911 calls for Mesa County. Nearly 150,000 residents in Mesa County now have another lifeline to 9-1-1. The Larimer County Sheriff's Office is currently answering Text-to-911 messages on their behalf. If a text is found to contain evidence of a true emergency, LCSO has a dedicated phone line in which to contact Grand Junction Regional Communications Center. All information is passed between agencies via phone.

LETA has offered this same assistance to all counties in Colorado that are not Text-to-911 ready. Although Mesa County was the first to accept this offer, Routt County is also in discussions with LETA about guarding text calls.

LETA continually works to keep not only residents of Larimer County safe, but the entire state!

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.

GET INVOLVED IN EMD TRAINING!

Do you have a specific protocol that you would like to learn more about? Do you have an area of expertise related to EMD that you would like to share? We are asking for dispatchers to join us in teaching the bi-monthly GoToMeeting EMD trainings and helping us define topics for upcoming trainings. If you have ideas or would like to help with training, please contact your Q representative or email Val at vturner@leta911.org.

CELEBRATING 20 YEARS OF EMD

2015 will mark 20 years of EMD in Larimer County. LETA, along with our EMD Committees, will be finding ways to celebrate this achievement and renew dedication to the EMD process. We are currently seeking input for a "20 years of EMD" logo for apparel. If you have a creative side or know someone who does, please consider creating a logo for us to use as we celebrate EMD in 2015!

Critical Deviations Mandatory Training

The Critical Deviations Committee has identified a trend of control bleeding instructions being omitted. Please follow the instructions below to review the mandatory Control Bleeding PowerPoint. This training is mandatory for all dispatchers and needs to be completed by February 28th.

1. Go to www.tvems.com.
2. Select Education from the menu on the left side of the screen.
3. Select e-learning Portal.
4. Log in with your username and password. If it is your first time logging in or it has been a long time since your last log in, you will need to create an account.
5. Find Continuing Dispatch Education near the bottom of the list and select the Bleeding Control training.
6. Once you have read through the PowerPoint you will need to acknowledge that you have completed the training and take a 10-question quiz before receiving a certificate.

CONTROL BLEEDING

Critical
Deviation
Committee
Mandatory
Training

January 2015

Dispatchers may use any of the CDE's listed in this section for credit towards recertification. All previous GoToMeeting trainings are also hosted here. If there is a topic you would like to learn more about that you do not see listed, please contact Val or one of your EMD committee reps!

EMD Tips

1. If a caller explicitly states the answer to a question found later in the protocol and you do not remember the answer, it is ok to ask the caller, "Tell me again, how far did he fall?" It is unacceptable to say, "You said he fell 10 feet, right?" This is a leading question!
2. Be careful to not overexert first party callers by having them complete case exit instructions, especially if their condition is traumatic, unstable, or worsening. Good customer service would be asking if there is someone else with them that could unlock the front door, meet the paramedics, etc.
3. Be sure that you obtain the address of the patient (emergency) NOT the caller. If you ask a remote caller, "What's your address?", you are assuming that the caller is with the patient….this may not always be the case. It is important that you always ask verbatim, "What is the address of the emergency?"
4. If the address of the emergency is in an apartment complex, mobile home park or large building, you need to ask for the room, apt, unit, lot or suite number during Case Entry question 1. All information pertaining to the address needs to be obtained and verified immediately, asking or confirming this information at any other point in the protocol is a question asked in an inappropriate area, unless requested by first responders.
5. If a Chief Complaint is not clear after asking "Ok, tell me exactly what happened", ask the question verbatim a second time. It is acceptable to ask what symptoms the patient is having only after Case Entry question 3 has been asked twice.

PICTOMETRY

LETA has completed the school floor plan project with Pictometry. Floorplans for all K-12 schools as well as CSU main campus are now available on Pictometry Online (POL). Pictometry Online requires only an internet connection to access the information so it is extremely beneficial to first responders and for planning tactical responses to these locations.

LETA continues to work with IT from all agencies to get the floor plans integrated into both CAD mapping systems. Until the integration with CAD mapping is complete, the only way to access this information is by having a Pictometry Online account set up for you. If you would like to have access to this imagery, please email the LETA group at leta@leta911.org.

A two hour training session on the use of Pictometry Online was hosted by LETA in November. The training was recorded and is available to those who would like training of the use of the software.