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Jason Brolund
Assistant Fire Chief
Kelowna Fire Department
2255 Enterprise Way
Kelowna BC V1Y 8B8

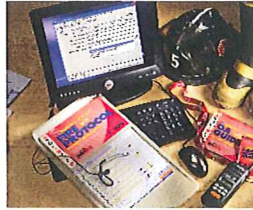
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Priority Dispatch Announces New Version of Its Fire Dispatching Line of Products, Training, and Services

PRIORITY DISPATCH CORP. (PDC) is pleased to announce a new version of its fire dispatching line of products, training, and services. This version update includes the gold standard ProQA® dispatching software, cardset, and support products. All of the updated products and training incorporate the newly released National Academies of Emergency Dispatch (NAED) v5 Fire Priority Dispatch System (FPDS) protocol. This protocol represents the most up-to-date, thorough, and essential fire dispatching protocol available and teamed up with PDC products and training is a huge leap forward for 9-1-1 communications centers.



FPDS v5 products will ship immediately to all current FPDS Extended Service Plan users and are available to new clients.

FPDS v5 protocol highlights include:

- Addition of a new protocol addressing bomb threats/suspicious packages
- Protocol 70—train/rail incident—has been split into two: fires and derailments/collisions
- Safety questions on Case Entry have been replaced with incident-specific safety questions on individual protocols
- Dispatch points in Key Questions have been moved to earlier in the interrogation sequence and new dispatch points have also been added for faster dispatching
- Pre-Arrival Instructions (PAIs) have been added for callers trapped in tunnel fires, trench collapses, structure collapses, confined space entrapments, and those encountering suspicious packages (suspected contamination) and bombs/potential explosives
- Protocol 53—citizen assist/service call—allows agencies to add locally-defined service calls

www.emergencydispatch.org

PlantCML Introduces Powerful, Next-Generation Management Information System for Emergency Call Centers

PLANTCML released the innovative Management Information System (MIS) solution, Aurora, to work in tandem with the VESTA call processing solution. Unlike legacy MIS systems that provide historical reporting capabilities, the Aurora MIS solution is the most comprehensive solution available in the market today that addresses the operational needs of the emergency call center.

The initial release of the Aurora MIS solution includes a near real-time desktop providing supervisors and managers an effective tool for overseeing call-handling activities. It includes an advanced, cross-tabular reporting engine with a number of pre-defined templates that are expandable to thousands of reports. An ad-hoc reporting engine allows for custom report creation to supplement the advanced predefined templates. Reports can be completely customized, saved to a report library and scheduled for automatic distribution via email, all with a few keystrokes.

“The Aurora MIS solution is not just another call-taking MIS package – it’s a powerful new management tool developed specifically to improve call center operations and to help call centers do more with less,” said Darrin Reilly, COO, PlantCML. “It allows call centers to associate related events, simplify incident reconstruction, and organize information rapidly. It’s a much more efficient reporting tool providing a holistic view of end-to-end call processing operations.”

www.plantcml.com, www.eadsnorthamerica.com

FDM Software Responds to the Call

A long-time advocate of social responsibility, FDM Software recently received a request with a bit of a twist. The Kelowna Fire Department required a Records Management System (RMS) for their Fire Museum.

“We are just starting our museum and education centre, so our budget is still limited,” says Brian Moore, executive director of the Kelowna Fire Museum and Kelowna Fire Department FDM administrator. “Trying to find a single, user-friendly system that would track volunteer hours and training, manage our collection and archives, book meetings and tours, as well as document workplace injuries, vandalism to the building, etc. was futile. Then it hit me – what about FDM, the RMS supplier for the fire department? A quick email to the company set the ball in motion.”

“Many of our museum volunteers are also members of fire departments in the area. Because they are already FDM users, the learning curve at the museum is zero,” Moore concluded.

“We have been working with the Kelowna Fire Department since 1996,” says Ed Colin, President of FDM Software. “We were very happy to step up to the plate for them, especially to support such a worthy cause. In addition to protecting Kelowna’s firefighting history, the education center includes “Risk Watch”, a program from the National Fire Protection Association, a very important childhood injury prevention initiative.”

www.fdmsoft.com