2017 APCO/NENA Symposium

PIAL Updates
Effective January 1, 2017

Randy Loe
PIAL Municipal Field Representative Supervisor
## PPC Classification Breakdown

- Credit Correlation Chart

<table>
<thead>
<tr>
<th>Previous FSRS</th>
<th>New FSRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receiving and Handling Fire Alarms</td>
<td>Emergency Communications</td>
</tr>
<tr>
<td>Fire Department</td>
<td>Fire Department</td>
</tr>
<tr>
<td>Water Supply</td>
<td>Water Supply</td>
</tr>
<tr>
<td></td>
<td>Community Risk Reduction</td>
</tr>
<tr>
<td>Total</td>
<td>Total</td>
</tr>
<tr>
<td>100+</td>
<td>105.5+</td>
</tr>
</tbody>
</table>
Communications Credits

• Credit Correlation Chart

<table>
<thead>
<tr>
<th>Previous FSRS</th>
<th>New FSRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Service</td>
<td>2</td>
</tr>
<tr>
<td>Operators</td>
<td>3</td>
</tr>
<tr>
<td>Dispatch Circuits</td>
<td>5</td>
</tr>
<tr>
<td>Fire Alarm Total</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Reporting</td>
<td>3</td>
</tr>
<tr>
<td>Telecommunicators</td>
<td>4</td>
</tr>
<tr>
<td>Dispatch Circuits</td>
<td>3</td>
</tr>
<tr>
<td>Communications Total</td>
<td>10</td>
</tr>
</tbody>
</table>
Emergency Reporting

• No Longer Creditable:
  • Review of Telephone Lines
    • Number of Lines & Progression
  • Review of Telephone Directories
  • Review of Recording Device
    • Incoming Calls and Radio Traffic
Emergency Reporting (3.00 Points Possible)

• Focus is Now on Equipment Used to Receive and Process Alarms
• Basic or No 9-1-1 Service: 0.30 points possible
• Enhanced 9-1-1 Service: 3.00 points possible
• Multiple PSAPs will be Evaluated (if Applicable)
  • Credit is based on least creditable system
Enhanced 9-1-1 Features and Credits Available

• **Enhanced 9-1-1 Credit**: 20.00 points

• **Wireless Phase I using Static ALI Functionality**: 10 points
  - The PSAP is Phase 1 wireless-capable for at least one wireless service provider (WSP) in the jurisdiction or has made a valid formal request for Phase 1 wireless service with the WSPs doing business in its jurisdiction.

• **Wireless Phase II using Dynamic ALI Functionality**: 15 points
  - The PSAP is Phase 2 wireless-capable for at least one WSP in the jurisdiction or has made a valid formal request for Phase 2 wireless service with the WSPs doing business in its jurisdiction.

• **PSAPs with Phase II Functionality will get credit for both (25 points)**
Enhanced 9-1-1 Features and Credits Available

• **Static Voice Over Internet Protocol using with Static ALI Functionality (SVoIP):** 10 points
  • The PSAP is capable of receiving and processing static VoIP calls with associated call back number and caller location information.

• **Nomadic Voice Over Internet Protocol using with Dynamic ALI Functionality (NVoIP):** 15 points
  • The PSAP is capable of receiving and processing VoIP calls utilizing dynamic ALI updates (callback number and caller location information).

• PSAPs with Nomadic Functionality will get Credit for Both (25 points)
Enhanced 9-1-1 Features and Credits Available

• Basic Computer-Aided Dispatch (CAD): 5 points
  • The PSAP provides its telecommunicators with software to assist in initiating calls for service, dispatching, and maintaining the status of responding resources in the field.

• Cad with Management Information System (MIS): 5 points
  • The PSAP has the ability to automatically accept, display and plot caller location data on an electronic map display (GIS) and access historical incident information.

• CAD with Interoperability: 5 points
  • The PSAP can transmit call information directly to responders, alternate PSAPs and others. PSAP has the ability to provide data and interoperate electronically with other agencies and communications centers.
Enhanced 9-1-1 Features and Credits Available

- **Geographical Information System (GIS/AVL):** 15 points
  - The PSAP uses a fully integrated CAD/GIS management system with automatic vehicle location (AVL) integrated with a CAD system providing dispatch assignments.
AVL/GIS Credits – NFPA Requirements

• **NFPA 1221:**
  • 10.6.2 *The CAD system shall recommend units for assignment to calls.*
    • 10.6.2.1 *The system shall ensure that the optimum response units are selected.*
    • 10.6.2.2 The CAD system shall allow the telecommunicator to override the CAD recommendation for unit assignment.
  • 10.12.1 The CAD system shall have the ability to interface with a map display system.
  • 10.12.2 The map display system interface shall have the ability to accept spatial positioning data for calls for service and units from CAD.
AVL/GIS Credits – Basis for PIAL Credits

• The Communications Center must have the ability to identify the location of the apparatus and that method must be integrated into the dispatch process
  • Apparatus response assignments are generated and suggested using an integrated AVL/GIS/MIS that identifies and determines which apparatus will respond by:
    • Incident type
    • Apparatus Service Status (either in or out of service)
    • Apparatus Type (PIAL is only concerned with Engine, Ladder & Service Apparatus)
    • Apparatus Location
    • Incident Location

• The locations of the alarm and responding apparatus must be tracked on a map display
Credit Summary for Emergency Reporting

<table>
<thead>
<tr>
<th>Feature</th>
<th>Basic or No 911 Credit</th>
<th>Enhanced 911 Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic or No E9-1-1 Service</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Enhanced E9-1-1 Service</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>Wireless Phase I</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Wireless Phase II</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Static VoIP</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Nomadic VoIP</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Basic CAD</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>CAD With MIS</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>CAD With Interoperability</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>GIS/AVL</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>10</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
Credit Calculation for Emergency Reporting

• Basic or No E9-1-1 Service:

\[
CER = \frac{10}{100} \times 3 = 0.1 \times 3 = 0.30 \text{ points}
\]

• Enhanced 9-1-1 Service:

\[
CER = \frac{100}{100} \times 3 = 1.0 \times 3 = 3.00 \text{ points}
\]
Telecommunicators (4 Points Possible)

• Telecommunicator Performance:
  • Alarm Receipt (20%)
  • Alarm Processing (20%)
  • Emergency Dispatch Protocols for the Fire Service (EDP) (20%)
  • Telecommunicator Training and Certification (20%)
  • Telecommunicator Continuing Education/Quality Assurance (20%)
Telecommunicator Performance

• **Alarm Receipt and Processing**: 20 points each

• **Change in Emphasis to Reflect Credit Based on Efficiency**

- 95% of alarms received on emergency lines shall be answered within 15 seconds.
- Where alarms are transferred from the primary PSAP to a secondary PSAP, the transfer procedure shall not exceed 30 seconds for 95% of all alarms processed.
- 99% of alarms received on emergency lines shall be answered within 40 seconds.
- 90% of emergency alarm processing shall be completed within 64 seconds.
- 95% of alarm processing shall be completed within 106 seconds.

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Telecommunicator Performance

• **Emergency Dispatch Protocols for the Fire Service**: 20 points
  • Telecommunicators have emergency dispatch protocols containing questions and a decision-support process to facilitate correct call categorization and prioritization.

• **Telecommunicator Training and Certification**: 20 points
  • Telecommunicators meet the qualification requirements referenced in NFPA 1061 and/or APCO Project 33 and are certified in the knowledge, skills and abilities corresponding to their job functions.

• **Telecommunicator Continuing Education/Quality Assurance**: 20 points
  • Telecommunicators participate in continuing education and/or in-service training and quality assurance programs as appropriate for their positions.

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Credit Summary and Calculations for Telecommunicators

<table>
<thead>
<tr>
<th>Feature</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Receipt</td>
<td>20</td>
</tr>
<tr>
<td>Call Processing</td>
<td>20</td>
</tr>
<tr>
<td>Emergency Dispatch Protocols</td>
<td>20</td>
</tr>
<tr>
<td>Training and Certification</td>
<td>20</td>
</tr>
<tr>
<td>Continuing Education and Quality Assurance</td>
<td>20</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

\[
\text{CTC} = \frac{100}{100} \times 4 = 1.0 \times 4 = 4.00 \text{ points}
\]
Dispatch Circuits (3 points possible)

• **Dispatch Circuits Provided**: 40 points
  - 50% credit for use of alpha-numeric pagers not owned by the AHJ when used as a secondary dispatch circuit
  - Circuits Using Cell Phones are Not Creditable

• **Monitoring For Integrity**: 30 points
  - Primary Dispatch Circuit Only

• **Emergency Power Supply System (EPSS)**: 30 points
  - Same Credit for Auto- and Manual-start generators
  - Added Credit for UPS
  - Weekly Inspection and Monthly Test Under Load for 30 Minutes
Credit Summary and Calculations for Dispatch Circuits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provided Circuits</td>
<td>40</td>
</tr>
<tr>
<td>Monitoring for Integrity</td>
<td>30</td>
</tr>
<tr>
<td>Emergency Power Supply Systems</td>
<td>30</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

\[
CDC = \frac{100}{100} \times 3 = 1.0 \times 3 = 3.00 \text{ points}
\]
Records

• Please Provide:
  • Call Answering Statistics
  • Call Processing Statistics
  • Records of EPSS Inspection and Testing

• PIAL May Ask to See (during field visit):
  • Requests for Wireless Phase I & II Functionality
  • EDPs
  • Telecommunicator Training and Certification Records
  • Telecommunicator Continuing Education and QA Records
QUESTIONS???