

The 911 call explained

2017.05 Foothills Regional 911

1. We need a single point 911 call answer with fire and EMS dispatched together from the same center.
2. When the 911 call is managed by **one** center, resources (ambulance and fire) can be dispatched immediately and simultaneously, alleviating all the problems listed below.
3. The **Problems** occur when the 911 call for ambulance is transferred to another centre for dispatch, and the Fire Dispatch center has to wait for the ambulance dispatch center to notify them of the need for Fire resources.

911 Call process (current broken system):

- The 911 Call is answered by Foothills 911, for 26 municipalities in Southern Alberta.
- If the caller requires an ambulance, the call is transferred to the AHS EMS dispatch center – approximate **30 second transfer time**.
- Ambulance is dispatched by AHS EMS dispatch – unknown time performance.
- If the Medical Fire Response protocol dictates a Fire response, the call is sent back to Foothills 911 via a mobile data terminal (MDT) for a fire dispatch – **average delay 3.5 minutes but many instances of much longer delays**.
- When Foothills 911 receives this call on the MDT the call information must be re-entered at Foothills 911 and then a Fire Department can be dispatched – **approximate 60 seconds**
- **Total time to dispatch a Medical Fire Response – average is 5 minutes or 3 times longer than before.** (More time is added when there are additional problems, as listed below)
- All communication between Fire and Ambulance must be relayed between the two dispatch centers.

This is where the problem is!

- a. Significant Delays by AHS Ambulance dispatch sending the call back to us - to dispatch fire medical response
- b. Gaps in coverage, coordination problems
- c. Lack of local knowledge
- d. Lack of updated information between first responders and EMS personnel
- e. Problems with EMS not finding locations
- f. Fire & EMS have no ability to communicate on radio

* Municipal Fire Departments can't get there if we don't know we need to go.

* We need to eliminate these errors!

[Fix Rural 911 Dispatch](#) (website link)