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| **INFORMATION BULLETIN** | **DISPOSAL DATE:**  August 30, 2013 |

TO: All Fire Department Personnel

FROM: Fire Communications

DATE: July 8, 2013

SUBJECT: EMS Response Plan Changes

On July 9, 2013, several changes will be made to CAD that will enable us to have more granularities in the way units are chosen for EMS calls.

Currently, EMS uses a system of prioritizing calls (problems) from Priority 1 through Priority 5. Not all call types have five levels; some may only have one or two levels; however, most have three or four. Fire Dispatch will implement changes to match the EMS call types both in their naming and priority level. The changes will take us from two EMS response plans, to five EMS response plans.

This may have some downstream effect on RMS/Qlikview reporting on the day of implementation. We will be making all changes in CAD while calls are actively being dispatched. We have done this before with little or no impact to service but never on this scale. Because there are many links between EMS and fire that make dispatching happen automatically, many of those links will have to be recreated or completely new links will need to be built. A lot of planning and effort has gone into making this as smooth and quick as possible but the work will take most of the day to complete.

We will be adding 74 new Problem Types to CAD. This is due more to the number of priority levels not necessarily new call types. The new additions will almost eliminate how often units cross jurisdictions for Priority 4 and 5 call types.

Here is an example of what the change will look like:

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| **Current Fire Problem** |  | **New Fire Problem Type** |
| EMS Abdominal Pain Code-3 |  | Abdominal Pain Pri 2 |
| EMS Abdominal Pain Code-3 |  | Abdominal Pain Pri 3 |
| EMS Abdominal Pain Code-3 |  | Abdominal Pain Pri 4 |
| EMS Abdominal Pain Code-1 |  | Abdominal Pain Pri 5 |
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| EMS Medical Alarm Code-3 |  | Alarm Activation Med Pri 1 |
| EMS Medical Alarm Code-3 |  | Alarm Activation Med Pri 2 |
| EMS Medical Alarm Code-3 |  | Alarm Activation Med Pri 3 |
| EMS Medical Alarm Code-3 |  | Alarm Activation Med Pri 4 |
| EMS Medical Alarm Code-1 |  | Alarm Activation Med Pri 5 |

Note there is not an Abdominal Pain Pri 1. Other problem types may be similar. We will also be dropping the “EMS” in front of each EMS call type for consistency in naming between EMS and fire. Fire calls will be sorted among the EMS call types.

Please direct any questions through your chain of command.

Approved for distribution: Matt Orta, Assistant Chief