



NLCERA - April 13, 2016

Committee Meeting Minutes

This meeting occurred on **April 13, 2016, 08:30 – 10:00**, at PFA Station 12, 321 Country Club Rd, Fort Collins, 80524 (Community Room).

NLCERA Representatives:

Banner
CSU
FCPD
FC Dispatch
GVFD (Rep. Mtn. Depts.)
LCSO
LC Dispatch
LC Public Health
PFA
UCH
WFD

Proposed Agenda:

- 1) Welcome existing and new members (see roster)
- 2) Approval of [February meeting minutes](#)
- 3) Review [Purpose and Mission](#)
- 4) [UCH Operational Update](#)
- 5) [PFA Compliance Update](#)
 - a. 1st Quarter 2016 Data Overview and Discussion
 - b. See attached 2016 First Quarter Data Map
- 6) [Confirm our four focus areas are valid](#)
- 7) Focused discussions on Challenges and Opportunities regarding:
 - [Communications](#)
 - Dispatch Centers
 - UCH “On Scene”
 - “At Patient” from NLCERA crews
 - AVL – Tiburon & UCH
 - Feedback Forms content - February & March?
 - PFA
 - UCH
 - NLCERA
 - Follow-up Items – all seemed to fall under Comm.
 - All agencies are to send their infectious disease notification contact information to mmakris@poudre-fire.org.
 - Carol, Diane, Steve, Letitia and Bill are to follow-up on texting to smart phones as a redundancy options for next meeting.
 - Bill – Report on Rural EMS notification options/ideas to improve effectiveness
 - Hugh – Will provide the 20 addresses on LCR 68C to Diane for response premise history entry.
 - Dave and Duane will follow-up on multiple helicopters launch notification procedures options.
 - [Training](#)

- NLCERA Rural EMS Updates
- EMS Training Opportunities – April, May, June
- NLCERA Rural EMS Fire Chiefs Quarterly Meetings – Next meeting:
April 13, 19:00, Wellington Station #2
 - 108 W CR 66 Fort Collins, CO 80524
 - (970) 568-3711
- Update WFPD EMT course offering August 2016
- Transport
 - UCH Updates – Severe Weather Exemption procedures
 - Rural EMS –
 - Air Resources
 - Lessons learned or improvements?
- Planning
 - Begin to Identify Strategic Needs
 - Identify one strategic need
 - Can be collaborative, equipment, planning, training, etc.
- 8) Agency updates affecting NLCERA
- 9) Other or new business

Please contact Mike Gress or Bill Salmon with any questions. mgress@poudre-fire.org (970-566-4306); bsalmon@poudre-fire.org (970-218-9406).

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Minutes: (Note - deliverables are underlined in the text below)

UCH Operational Updates:

Tom Cain –

- UCH has completed transition and reorganization which should make them more effective.
- Gave an overview of who were in new positions and how stratifying with command positions will allow them to expand and contract depending on needs.
 - Ted over education and outreach
 - Three Ops Chiefs
 - Three new Captains
 - New Lieutenants
 - Controllers located at Harmony Campus who dispatch non-911 transfers
- Drilling down on their first quarter data to enhance effectiveness
- Carol Workman requested an Organizational Chart for Dispatch.
 - Tom to send her the Org chart.

PFA Updates - Bill Salmon -

- The first Quarter NLCERA zone map was distributed for all to see the data we are beginning to evaluate.
- Continuous improvement is what we are seeing and we will continue as we are.
- The same challenges are consistent, zone 2 emergent. Yet, the data is constantly being refined to determine “what does the data say?”
- PFA to bring more data in the future, and this introduction is to get everyone used to seeing NLCERA data for evaluation and comment.

Confirmation of Assumptions –

- Bill asked the group if our original four areas (Communications, Training, Transport, and Planning) for grouping our focus were still valid?
 - The group gave approval to continue with these assumptions as our needed focus as an advisory group.

Communications –

Dispatch - Carol Workman

- Carol attended a Trittech/Tiburon version 2.9 seminar.
 - AVL is included in version 2.9
 - Trittech will update our CAD tables when 2.9 is installed.
 - We will run a demo system until verified data is going to the data warehouse
 - Approximate Time frames:
 - May 2016 Demo environment
 - June (maybe) live environment if testing goes well
 - The County will be affected and will have AVL
 - WFPD may not have AVL, Carol to check if MDT cards are AVL able
 - New Trittech CAD system may happen within one year
 - County and City cooperating to fund and share resources

- Possible to have other agencies assist and be included
 - May be licensed differently than in the past
 - Compatible with Loveland CAD if go to new system
 - Carol to send out meeting with Tritech invites when she knows the dates and times.
- “At Patient”
 - Carol reviewed data files Bill sent from the PFA EMS Compliance dashboard.
 - Many causes for “at patient” time stamps missing
 - Bill to research Carol’s findings for more root causes
 - Carol to send the “at patient” report to Tom Cain
 - Diane to research LC CAD for “at patient” missing in the data.
 - Bill to send Diane LC calls without “at patient” time stamped
- “On Scene”
 - We had excellent discussion about why on scene times are not showing up in CAD. Is it human caused, technology, or network? Tom is working to try and determine if there are any trends or reasons for the on scene times not being logged. The occurrences don’t seem to fit a pattern. More as this develops.
 - Diane asked if there was a keystroke log on the MDT’s? Possible that we may be able to see when buttons were pushed. Bill to follow up with Eric to determine if these programs and capabilities are available on our MDT’s.

Dispatch – Diane Webber

- Rist Canyon Fire is receiving email pages from LC Dispatch which seems to be working well. For any fire departments in the NLCERA wanting this capability they can contact Rist Canyon Fire, Carol Dollard, for information.
 - Diane – How well the email page works depends on the cell carrier.
 - Texting isn’t working well in Rist Canyon, but email pages do seem to work.
 - Bill to pass along email paging information at the rural fire chiefs meeting April 13, 19:00, WFPD Station #2.
- Livermore Access for Poudre Canyon Addresses
 - Hugh Collins sent 38 addresses to Diane to have entered in premise history for better access for responding fire and EMS units. Diane has entered these in CAD and are ready to go.

Duane Rorie and Dave Bressler

- Helicopters being dispatched by private citizens via cell phones, and multiple Public Safety Answering Points (PSAPs) being contacted and not knowing that other PSAPs are being contacted. The duplication described by Duane was a consequence of multiple cell callers and multiple PSAPs.
 - This group was charged last month with ideas for solutions to ensure all air resources and IC’s are aware of multiple air resources enroute:
 - Dispatch Centers (PSAPs) are a key to notifications
 - No clear plan yet for how to proceed

- We all agree the IC on the ground must be aware of incoming air resources
 - Cell phones and cell towers contribute to the complexity of the problem
 - Weld County has very complex communication issues
- Diane suggested the I-25 Corridor Response Committee might be the best suited to address this problem.
 - Diane agreed to represent the NLCERA EMS Advisory with the I-25 Corridor Committee to see if any solutions can be identified.

Bill and Dave

- Bill expressed appreciation for the collaboration Dave and Banner staff gave to explore who the agency is that is responding to EMS calls in zone 2, east of Wellington.
 - Banner's records indicate there is approximately one call per month in the defined zone 2 east of Wellington, and is served by Banner ambulances.
 - Bill advised this kind of collaboration and discussion will drive possible updates of the NLCERA zone map in the future.

Carol W. and Diane

Un-coded Medical vs. Full EMD:

- Both presented views for the group to consider and give input about regarding the best practices regarding EMD. At issue is whether to fully EMD calls coming into LC Dispatch or dispatch them immediately and send the call to FC Dispatch to get the ambulances enroute as soon as possible.
 - Diane explained concerns about two pages and volunteers driving to calls and reading second pages with full information while driving. Their current interpretation of the EMD best practices is to fully EMD and then dispatch the required units.
 - Tom C. gave feedback from patients about lengthy time frames waiting for an ambulance. Trying to shorten this time from notification to dispatch is the desired result expressed by UCH. The potential time savings is approximately 45 seconds to one minute.
 - Carol W. – FC Dispatch would like to receive the call as soon as possible to get the ambulances enroute for the mountain departments.
 - Mike G. – Suggested initial page for notification to have responders going code 2, then update with second page. If driving, responders would be required to pull over and stop in a safe location to read the page, or wait until they get to their station. We all agreed there would be little gain by reading the update if responding to the station and then to the call.
 - Carol D. (RCVFD) – To solicit ideas from her crews at their next training.
 - Bill offered to pull specific data from the rural calls that show call processing times and how they might affect the calls. This information will allow us to determine what the data indicates and should help guide input for Diane and Carol W.
 - Bill to specifically pull Echo responses in the rural zones
 - Examples were discussed and ideas shared, agreed to continue the discussion at our June meeting.

Training:

EMS – QRT

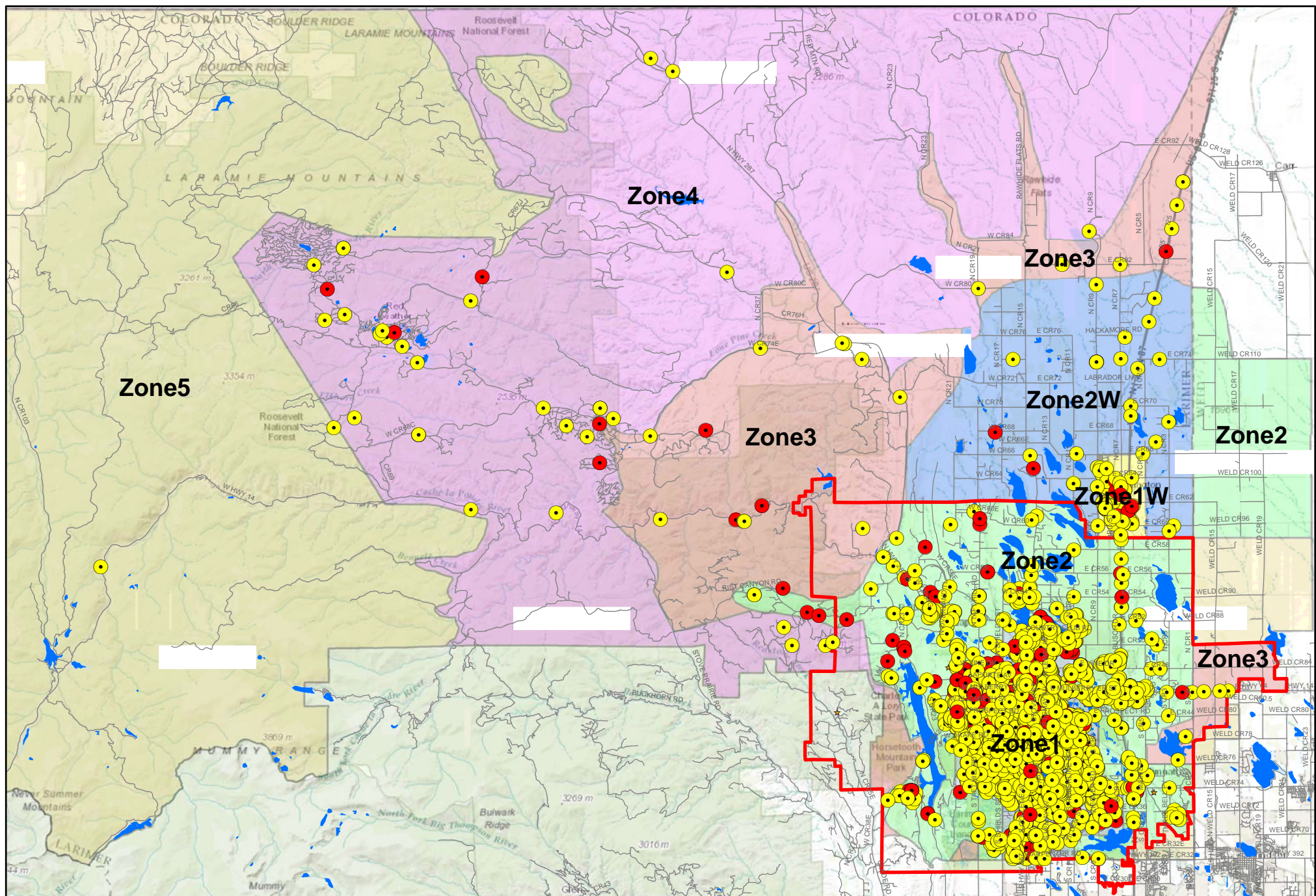
- Tom Forbes expressed a need for enhanced QRT training for the rural mountain departments.
- Airlink presented for mountain QRTs in March – went well
- Dr. Tremblay to follow-up with John Stitt for planning future QRT training
- Letitia WFPD:
 - Advised Ted Beckman contacted her with training plans for WFPD
 - WFPD – EMT class scheduled for August 2016
 - Signup is through Front Range Community College
 - Update about paramedics in P-School; six on the street by September

Planning:

Identifying one strategic need:

- Carol – suggested mock training exercises are the most needed to ensure all who will be involved are included in the planning and the mock exercises.
 - Discussion - Braden presented at a previous meeting and offered to report back with opportunities for participation. Possibly have him give an update?
 - Mike Gress – what we identify for this group should be focused and specific
 - Should involve specific situations this group can prepare for
 - Should involve both City of Fort Collins and Larimer County OEM
 - Suggested by members that a MCI (possibly a school bus) might be one idea.
 - Dave – Suggested a tabletop focused on Communications to determine if needed resources and communications are setup for success.
 - Bill & Mike to follow-up to prepare some ideas and information for the next meeting June.

Next Meeting: June 8, 2016, at PFA Station 12, 321 Country Club Rd, Fort Collins, 80524 (Community Room).

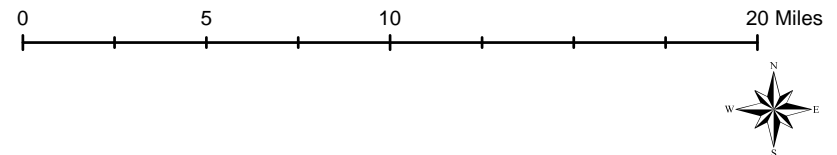


EMS Response Zones



Legend

●	AVL Point	 	Agency	 	Response Zones	 	Zone2W
●	Exception	 	PFA Boundary	 	Zone1	 	Zone3
●	Compliant	★	Station	 	Zone1W	 	Zone4
			Lakes	 	Zone2	 	Zone5



Dec 9 2015	NCLERA EMS Committee Meeting Roster		Please update Emails	Please update phone #'s
Please Initial for Attendance	First and Last Name	Organization	Email	Phone #
	Braden Applegate	UCH/PVH	Braden.Applegate@uchealth.org	970-391-4962
X	Letitia Betchel	WFD	wfpd@wfpd.org	970-215-3156/970-568-3232
X	Dave Bressler	BH	Dave.Bressler@bannerhealth.com	
X	Scott Byars	BH	Scott.Byars@bannerhealth.com	
X	Tom Cain	UCH/PVH	_Thomas.Cain@uchealth.org	
	Hugh Collins	PCFPD	h.collins@poudre-canyon-fire-district.org	970-881-2472
X	Carol Dollard	RCFD	chief@rcvfd.org	970-566-2150
X	Tom Forbes		tfbike@hotmail.com	281-838-5587
	Mike Gavin	PFA	migavin@poudre-fire.org	
X	Mike Gress	PFA	mgress@poudre-fire.org	
	Pamela Howes	BH	Pamela.howes@bannerhealth.com	303-947-8454
	Steve Main	UCH/PVH	steve.main@uchealth.org	970-391-8927
X	Mary Makris	PFA	mmakris@poudre-fire.org	
	James Perry	GVFD	gvfdchief02@gmail.com	970-494-4611
X	Duane Rorie	Air Link	Duane.Rorie@uchealth.org	970-619-6074
X	Bill Salmon	PFA	bsalmon@poudre-fire.org	970-218-9406
	Adam Smith	CSUPD	adam.s.smith@colostate.edu	
X	Darren Tremblay	UCH/PVH	darren.tremblay@uchealth.org	
X	Justin Whitesell	LC SO	whitesjl@co.larimer.co.us	
X	Diane Webber	LC SO	webberdl@co.larimer.co.us	
	Luke Whitson	RCFD	lukewhitson13@gmail.com	970-482-3236
X	Carol Workman	FCPD/911	cworkman@fcgov.com	

	New Members Please write below:			
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