


Montgomery County Fire and Rescue Service Information Bulletin From the Operations Division

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TO: All MCFRS Personnel
FROM: Division Chief John Kinsley 
SUBJECT: Dispatch of Opposite Lane and Metro Responses

With the implementation of Motorola's PremierOne Computer Aided Dispatch (P1 CAD) System, there are significant operational changes being made at the Emergency Communications Center (ECC). Changes to call processing for "Opposite Lane Assignments" and METRO incidents will affect how field personnel are notified and dispatched to these types of events.

Opposite Lane Dispatches

In the current Altaris CAD, Opposite Lane Dispatches have been included in the initial dispatch for incidents on limited access highways. Because of P1 CAD programming, dispatching units to the opposite lanes will now be a 2-step process. The initial dispatch to the lane reported direction will occur as usual. Immediately following that dispatch, and while station and pager alerting is still occurring, the opposite (or parallel) lane dispatch will occur. The units will be added onto the same incident and will be listed below a placeholder unit ("ALTLN"). After both dispatches and all station/pager notifications have been completed, the initial vocal will occur and will include all units involved in the call.

METRO Call Processing

In the current Altaris CAD, a process called "spawning" allows the CAD to automatically create subsequent dispatches from a single event in the pending que menu. Because of P1 CAD programming, the ECC will need to manually create each METRO event individually; some METRO events will require up to 5 separate events to cover the vent shaft and water supply units. There will be no change in the number or locations of responses for specific METRO event. While the dispatch time for those "spawned" events will increase, there should be no change in times for the initial METRO event dispatch.

For both of these event types, Motorola is building capability into future builds/versions of the P1 CAD that will bring ECC back in line with established business processes.

For further questions or clarification, contact Communications Section Chief.