



# Alameda County Regional Emergency Communications Center

Rosa A. Ramos, ENP, Fire Dispatch Manager

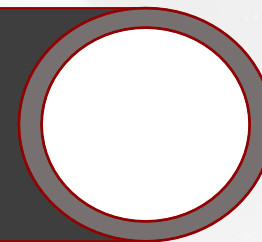


*Dedicated to Superior Service*

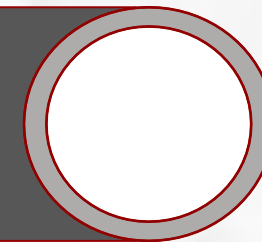


# Agenda

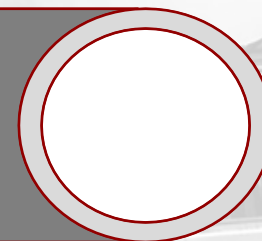
Who is ACRECC?



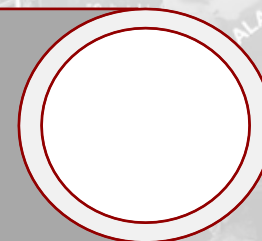
Center Responsibilities



Accomplishments



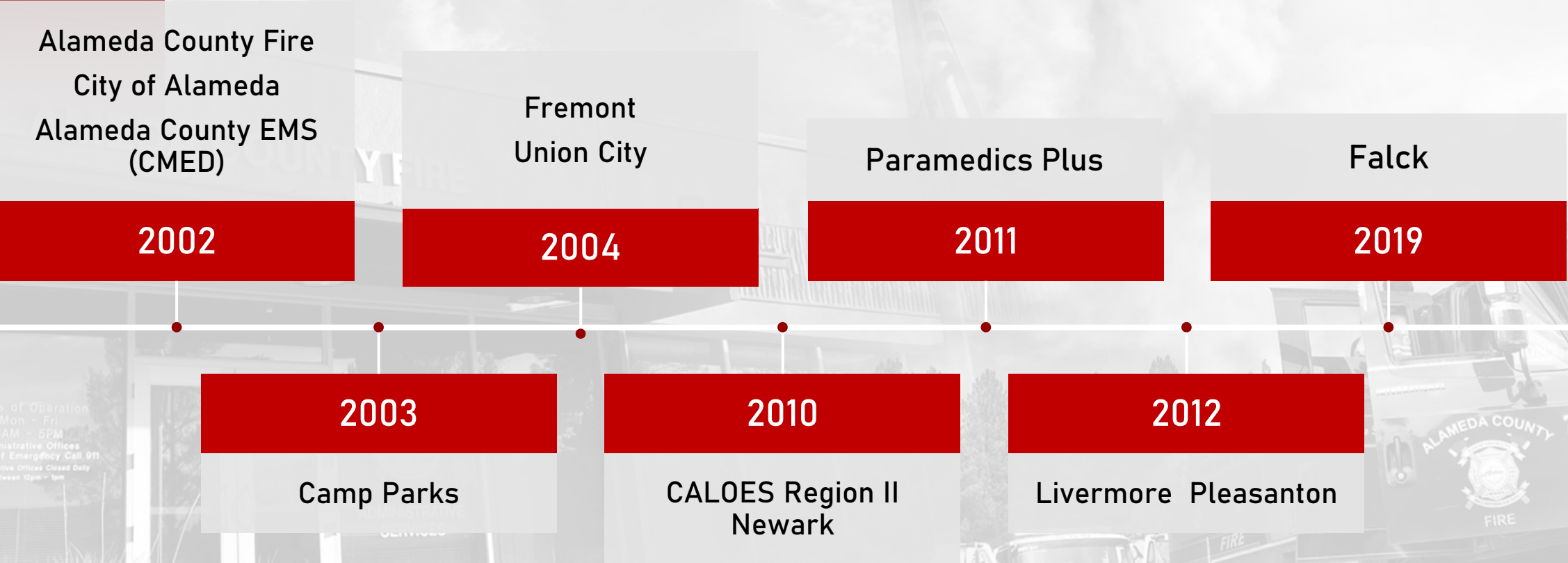
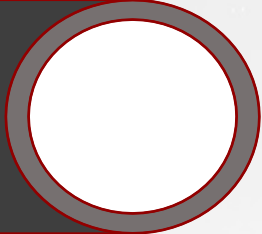
The Future of ACRECC





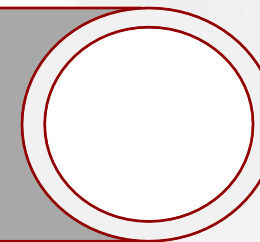


# History of ACRECC

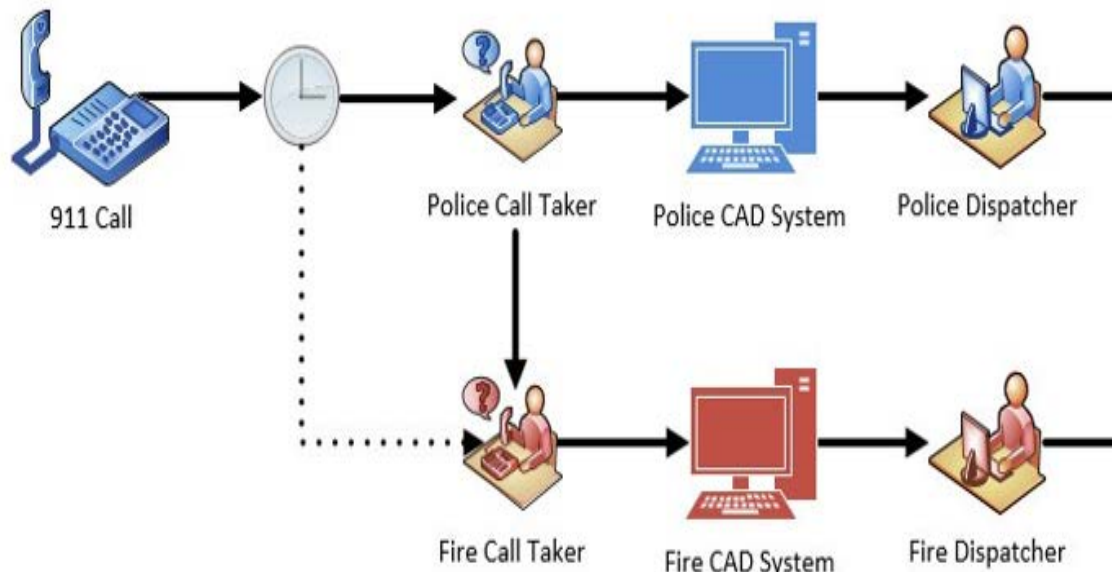




# 9-1-1 Call Processing



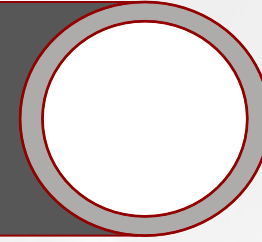
## 911 Call Processing



- 9-1-1 Calls must be answered within 15 seconds, 95% of the time (*CALOES 9-1-1 Standard*)
- Fire responses are dispatched within 64 seconds (*National Fire Protection Standard*)
- Falck Ambulance is dispatched as soon as a determinant is received (i.e., 9E01)



# ACRECC Services



- Dispatch Fire and Medical Services

Alameda County Fire  
Alameda City Fire  
Camp Parks  
Fremont Fire  
Livermore/Pleasanton Fire  
Falck Ambulance

- Provide Emergency Medical Dispatch Services countywide, with the exception of the city of Oakland.

- ALCO County & CALOES Region 2 Fire Mutual Aid Coordination Center

- ALCO centralized medical communications center (CMED)

- EMD Services
- EMS On-Call
- Environmental Health
- Public Health

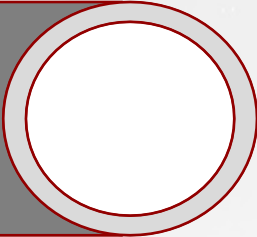
- Monitor / Dispatch Fire Alarms

Camp Parks  
Lawrence Berkeley Laboratory  
Lawrence Livermore & Site 300





# Emergency Medical Dispatch Protocols



ACRECC is an Accredited Emergency Medical Dispatch (EMD) Center that utilizes the Medical Priority Dispatch System (MPDS) to triage calls and assist callers in rendering immediate lifesaving care to those in need.

ALAMEDA COUNTY FIRE

**ACE** | ACCREDITED CENTER OF EXCELLENCE

Case Entry | Additional Information

Location is: 1234 Main st

Phone number is: 925-555-5555

Caller's problem description is: DIFFICULTY BREATHING

With patient now: Yes Enter the Chief Complaint code that most closely describes the foremost symptom or incident.

Number of hurt/sick is: 1

Patient's age is: 55 year(s)

Patient's gender is: Male

Is he awake (conscious)? Yes

Is he breathing? Yes

Chief Complaint Code? 6

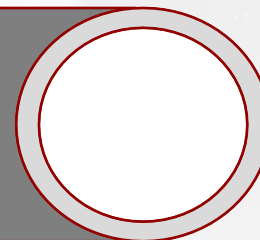
- Breathing Problems
- Burns (Scalds) / Explosion (Blast)
- Carbon Monoxide / Inhalation / HAZMAT / CBRN
- Cardiac or Respiratory Arrest / Death

Administrative Offices  
In Case of Emergency Call 911  
Administrative Offices Closed Daily  
Between 10pm - 1pm

ADMINISTRATIVE SERVICES

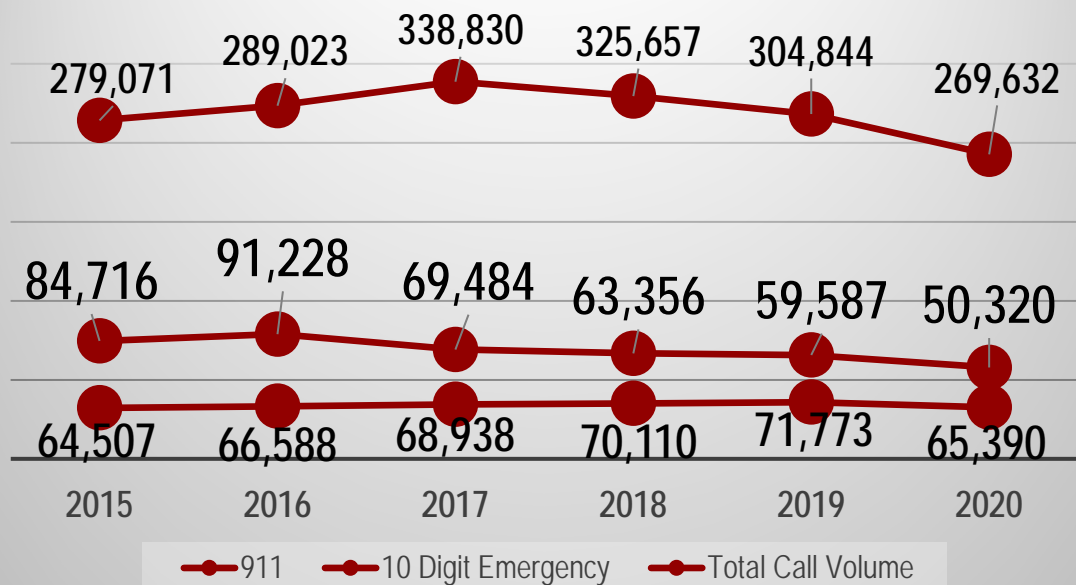


# Annual Call Volume

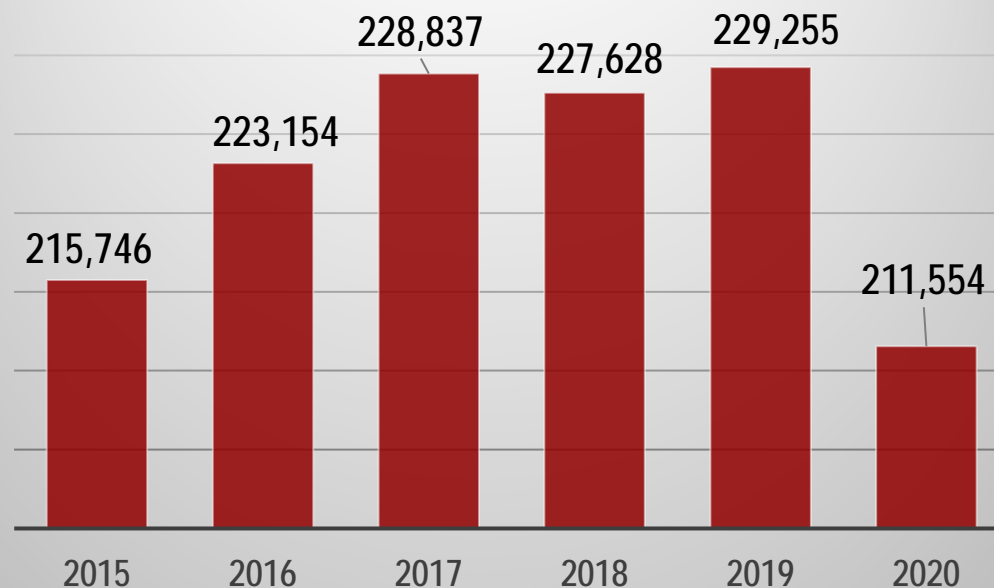


ACRECC processes over 200,000 Fire / EMS calls per calendar year.

### ACRECC Call Volume

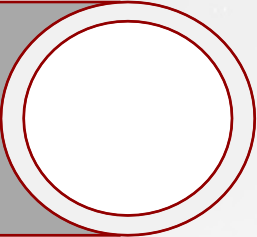


### ACRECC Incident Totals C.Y.

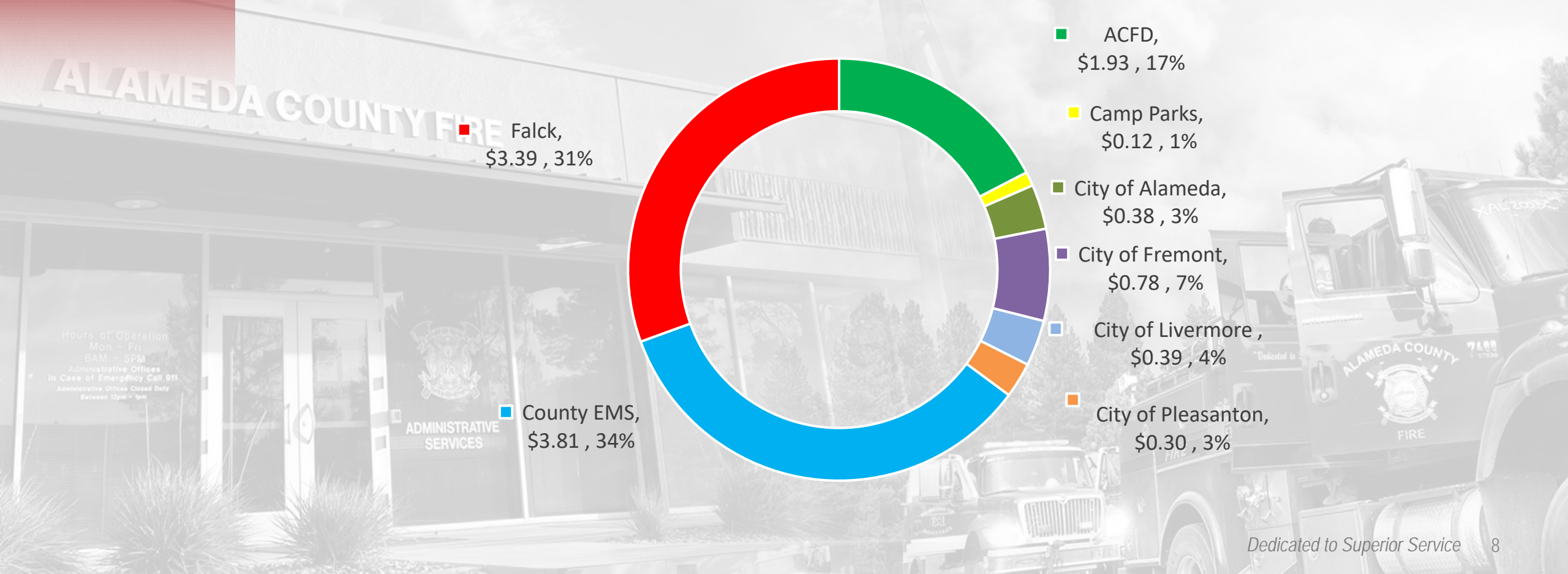
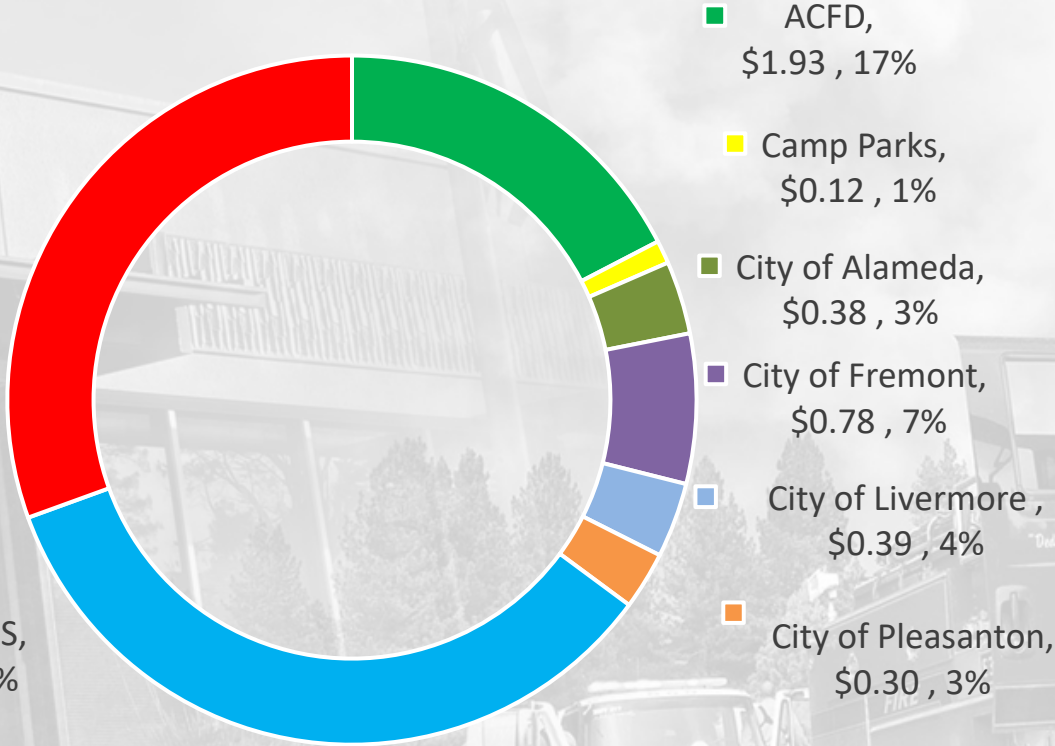




# Dispatch Revenue by Source



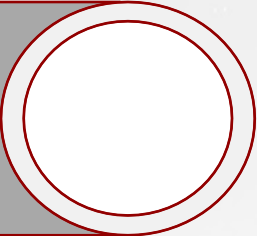
Total Revenues: \$11.10M



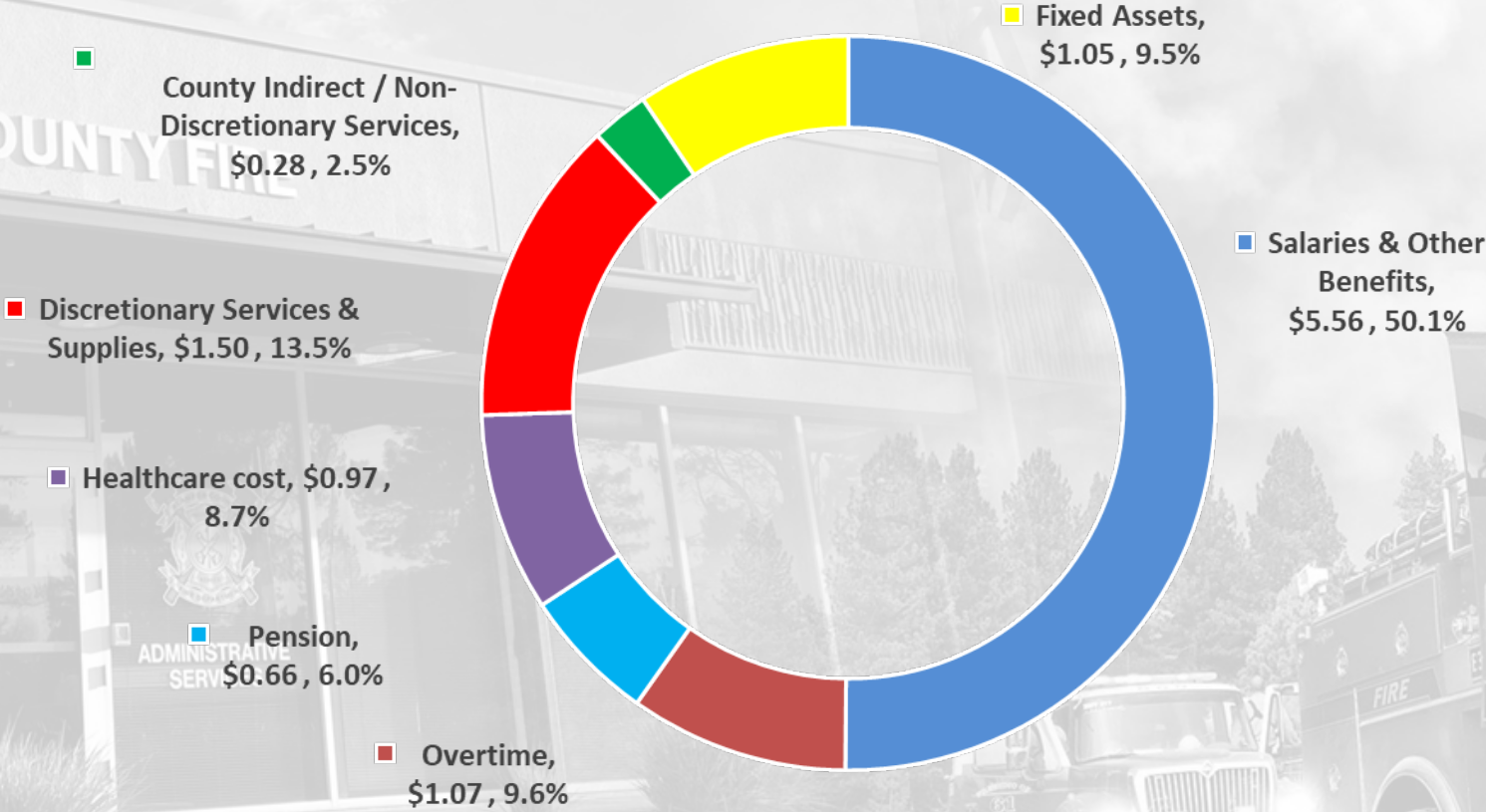




# Appropriation By Major Objects



Total Appropriation: \$11.10M

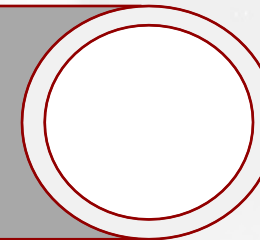


Hours of Operation  
Mon - Fri  
8AM - 5PM  
Administrative Offices  
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ADMINISTRATIVE  
SERV

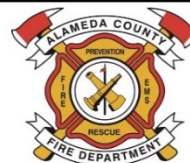


# Staffing



- 1 Dispatch Manager
- 2 GIS Analysts
- 1 CAD Administrator
- 1 EMD QA Coordinator
- 4 Shift Supervisors
- 32 Dispatchers

*Happy National Public Safety  
Telecommunicators Week.*

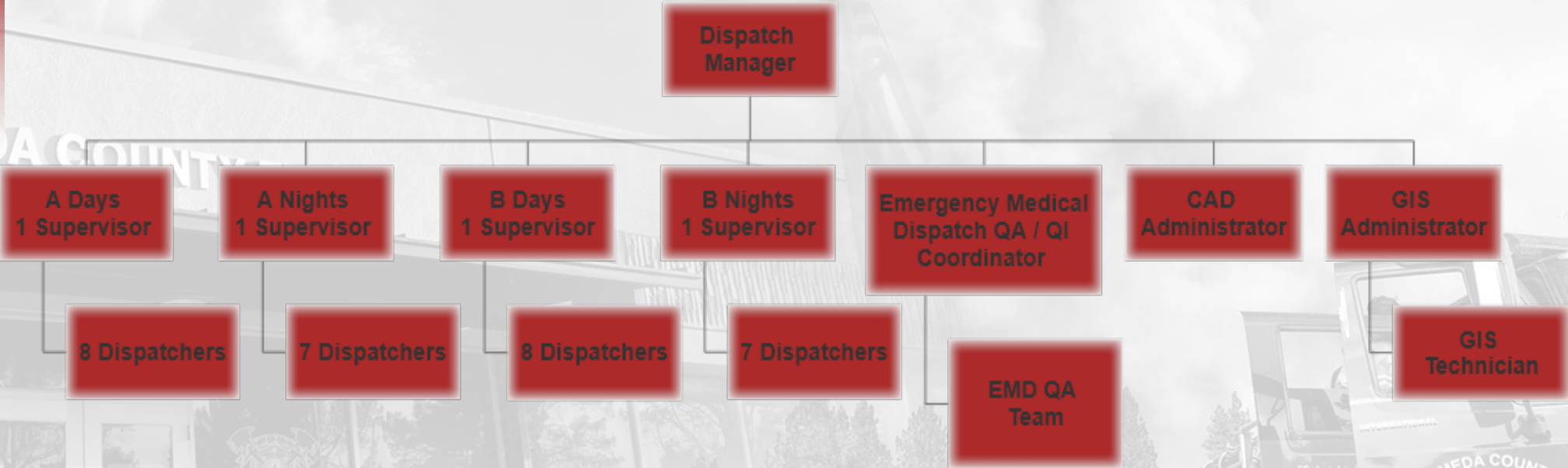
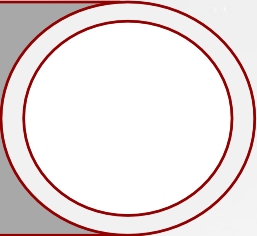


*We Appreciate You!*





# Shifts



Dispatchers work nights, weekends and holidays  
3-4, 12 hour shifts with mandatory overtime

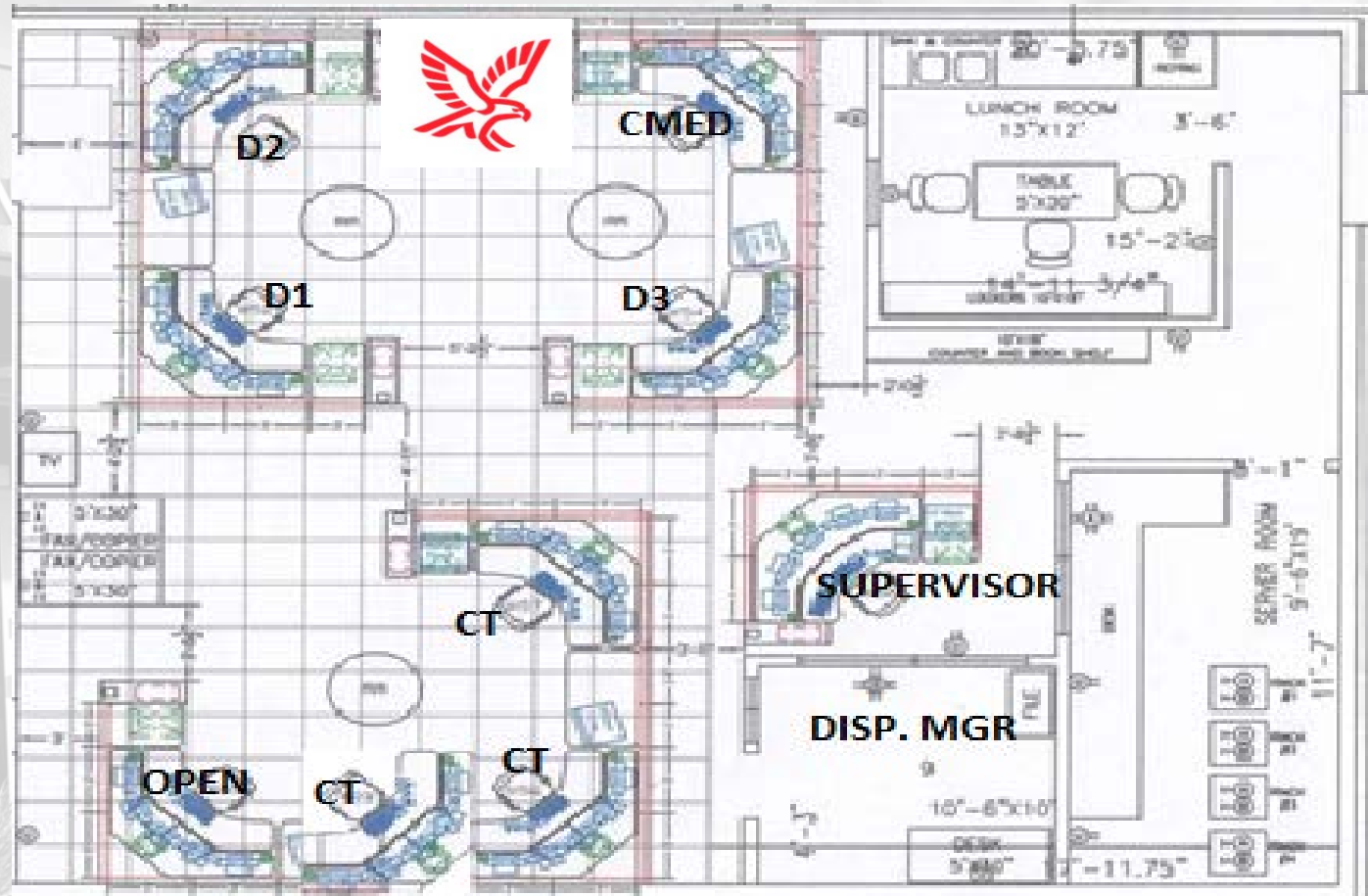
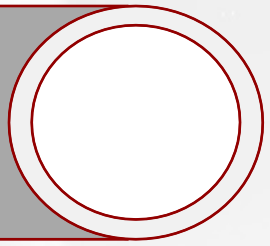
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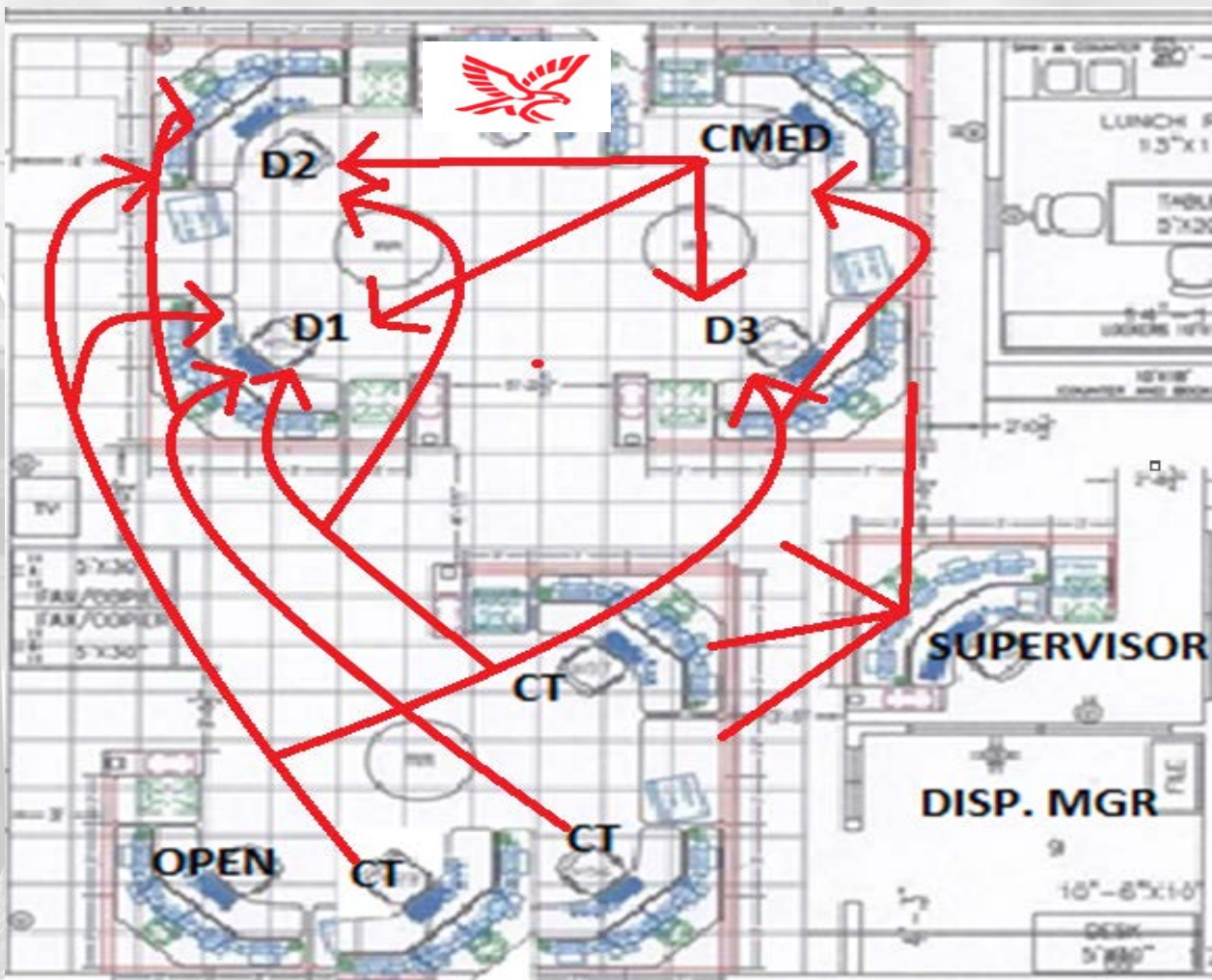
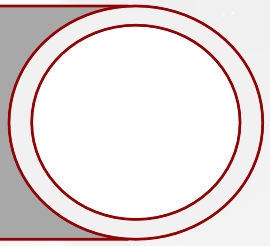


# Dispatch Layout





# Dispatch Layout



ALAMEDA COUNTY

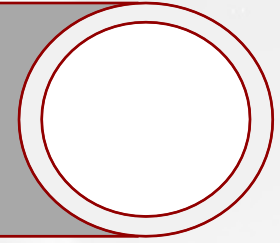
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# LLNL, Building 313







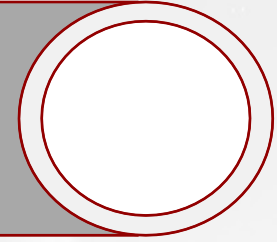
## ACRECC Awards

ACE, Accredited Center of Excellence - International Academies of Emergency Dispatch  
Dispatch Team of the Year – Northern California Association of Public Safety Communications Officials  
Telecommunicator of the Year – Supervisor Brenda Farrier





# Future Projects and Goals



- Center Relocation
- Next Generation 9-1-1 Upgrade
- Staffing / Work Optimization Study
- Continue to focus on employee wellness and health
- Strive towards being the premier 9-1-1 regional dispatch center for Fire and EMS in the State of California



ALAMEDA COUNTY

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ADMINISTRATIVE  
SERVICES



# Questions?

# Thank you for listening!

ALAMEDA COUNTY FIRE



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ADMINISTRATIVE  
SERVICES

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