

DURHAM NEIGHBORHOOD COLLEGE 2019



Durham Emergency Communications Center

Presented by: Elizabeth Poole
Education and Training Coordinator

DECC Mission Statement

The Durham Emergency Communications Center is dedicated to affirmatively promote, preserve and protect the safety and security of all citizens of the community.

It is our commitment to provide the citizens with the fastest and most efficient response to emergency calls possible while insuring the safety of police, fire and E.M.S. personnel.

It is our goal to contribute to the quality of life of our community by giving efficient, reliable, courteous, responsive and professional 9-1-1 communications services.

We will constantly seek ways to improve the quality of assurance we provide to the community by acknowledging that service is our one and only product and our goal is to provide it at the most superior level possible thereby saving lives, protecting property and helping to stop crimes; thus making Durham a safer community to live, work and visit.



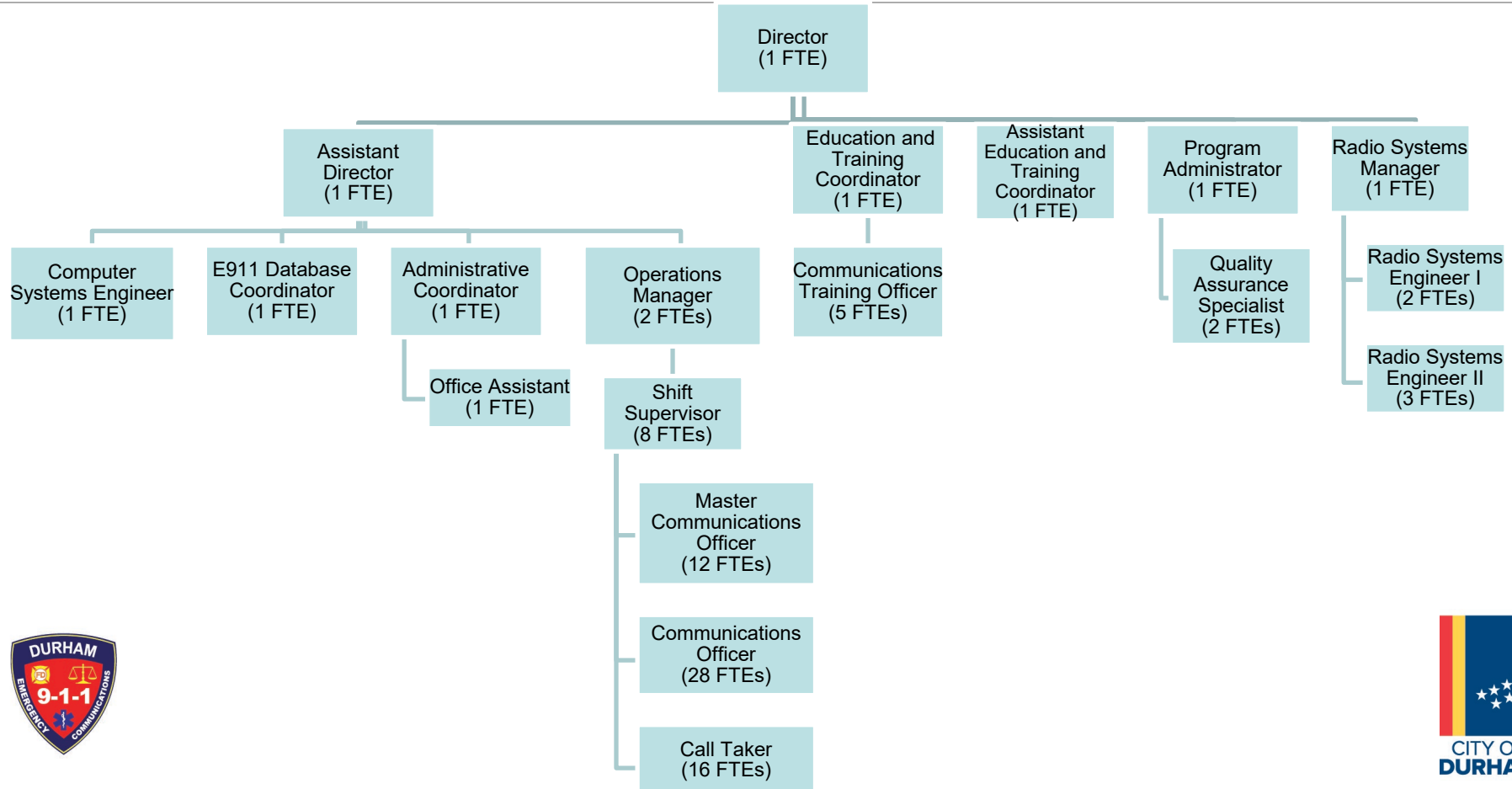
DECC Vision Statement

The DECC vision is to become the leading organization in the State of North Carolina and the United States in its ability to provide 9-1-1 service to the residents it serves.



DECC

Organizational Chart & Structure



DECC

Emergency Communications FY19: 88 FTEs – **FY20: 88 FTEs**



- Operations
- Administrative Staff
- Information Technology
- Radio Shop
- Training Division



What do we do?



- We answer all the 9-1-1 calls for the city and county of Durham
- We dispatch Durham Police, Durham County EMS, and both Durham City and County Fire Stations
- We do not dispatch Durham County Sheriffs Office



What is EPD, EMD, EFD?

- These protocols ensure our 911 Call Takers ask the same questions, the same way on every call.
 - Emergency Medical Dispatch (EMD)
 - Emergency Police Dispatch (EPD)
 - Emergency Fire Dispatch (EFD)
- They allow us to provide emergency instructions while help is on the way.
- We can provide CPR, the Heimlich Maneuver, and help with child birth instructions via the phone.



Why do we ask so many questions?

We need to know WHERE is the emergency?

- Where is the suspect now?
- Where is the patient?
- Where is the weapon

WHAT is wrong?

Tell me exactly what happened?

- What is on fire? What does the odor smell like?
- What caused the fall?
- What is the suspect wearing



Why do we ask so many questions?

WHEN...did this happened? Just occurred, 5 days ago?

- Were WEAPONS involved or mention? If so, what kind?
- Where is the gun?
- WHO is involved?
- WHICH way did the suspect go?

While we are asking you these questions, someone else is getting help on the way! Everything we do is via phone, computer and radio. So we can update the responding units with the answers to your questions.



Can I Text to Durham 911?



All major wireless carrier customers can send a text message to 911.

Texting is designed for two types of emergency scenarios:

- People who are hearing impaired.
- Potential victims who can't afford for someone to hear them make a 911 voice call.



Is this really an Emergency?

When in doubt call 911!!

We would rather you call and not need us, than to need us and not call!

We are YOUR 911 center!!!



I called 911 and got a recording? Why?

There are times when everyone that can answer our incoming calls will be on a 911 call. If you hear this recording, it is notifying you we are experiencing a high volume of calls and to please not hang up and your call will be answered in the order it was received.

Examples: A wreck on I-40 at 5 pm., structure fires, someone experiencing a medical emergency in a public area and fights.

These call types usually generate multiple 911 calls.



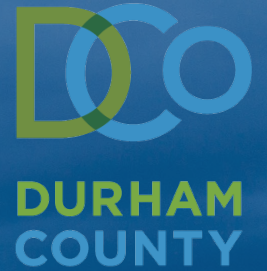
DECC Public Engagement

Would you like us to come speak to your group?
We are available to speak at neighborhood events, churches, schools etc.

Please contact us at 919-560-4500



STAY CONNECTED



Durham Emergency Communications Center

Director Randy Beeman

Randy.Beeman@DurhamNC.Gov

919-560-4500

Assistant Director Tonya Evans

Tonya.Evans@DurhamNC.Gov

919-560-4500

Website: <http://durhamnc.gov/435/Emergency-communications>

Facebook: Durham Emergency Communications Center