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Safety Service Patrol Idea Sharing Network – Session V: TMC Dispatch and SSP Communications







F.I.R.S.T

Safety Service Patrol Stats

Name: Freeway Incident Response Safety Team

Launch Year: 1987 (under Maintenance)

Personnel: 21 (including 1 Sup, 2 Leads)

Fleet Size: 12

Patrol Size: 8-10 per shift

Coverage Area: 225 miles

Hours of Operation: 4:30am to 8:30pm M-F & 1 truck on weekends

Highlights: ¾ ton extended cab, regular box, pickups. Lightsys dynamic boards.







Communication Devices – ARMER Radio

800mhz trunked P25 - statewide system

- FIRST drivers have access to:
 - Portables (handhelds)
 - Speaker mic is a plus
 - Mobile (truck mounts)
- Both radios are identically programmed
 - Both are used and are valuable
 - TMC main & admin, MSP main & tacs. DOT mains & tacs
 - Some regional Metro interop & national ITAC's
 - DOT statewide tacs
 - Baby steps for the MSP interop!







Communications – Scanner Radio

- Bearcat BCD996T 800mhz scanners
- FIRST not "public safety" so TX permissions complicated
- Scanner used for monitoring local responders
- 4 in dispatch + 1 in each truck
- A lot cheaper than a full radio!





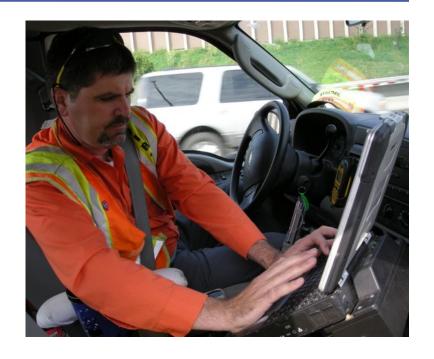






CAD & Laptops

- Integrated CAD with MN State Patrol
 - Intergraph I/Mobile & I/Dispatch
- AVL tracking & logging work done
- Events can be created by FIRST, by TMC, or by Patrol (shared events)
- Messaging with Troopers & Dispatch
- Coordinate vehicle impounds with MSP
- Watching out for "Frequent Flyers"









Laptops

- 2nd purchase round of Panasonic Toughbook
 - 2007-2014 CF30's
 - 2014- CF31
- 3rd gen of aircards/mobile data
 - Sprint PCMCIA
 - Sprint & Verizon USB dongles
 - Verizon PCI-E cards
- Netmotion VPN







Cellular phones

- Cell phone less important for "loaning" but still used to coordinate with tows
- Nextel direct connect critical in pre ARMER days
- Sprint direct connect meh
- Direct-connect nice for confidential or one-on-one questions
- Future ???







Effectiveness - Happy with tech?

- CAD & Laptops = YES!!
- Embedded data modems = YES!!
- 800mhz radio = YES!!
- Scanners = So so...
- Direct connect = decreases every day...







Radio Terminology – Precise & Predictable

- Radio etiquette sub-comm circa
 2002 dispatcher & HH.
- Always use route numbers, not driver names
- Same 10 codes as Patrol or use plain English
 - 10-50, 10-52, code 4, 10-56, etc
 - Crash, injury crash, stall, debris
 - Blocking & not blocking
 - Left lane, right lane (no lane #'s or trying to be "cute".)

- Common location names:
 - The "50 curve", "35 curve", "The long ramp", "The Dartmouth", etc.

• Be more like Patrol, less like Maintenance...







FIRST Communications/Interop

- No. 1 With TMC dispatch via FIRST main
 - Evolution towards full time dispatchers
- Daily interop with MSP Troopers via:
 - CAD messaging & MSP station talkgroups
 - Troopers can talk to FIRST & TMC on FIRST main
 - FIRST will use Patrol main for custody tows
- Occasional interop with DOT Maintenance via:
 - Maintenance mains & truck station talkgroups
- Other responders? EMS E/W & 911 TG vs METCOM examples
 - Field = face to face







Future Improvements/Challenges?

- Interop during major events Silos
 - Public safety only (PTAC's)
 - Law enforcement only (LTAC's)
- More willingness to try things like patches or assigning nonsilo'ed radio talkgroups
 - Protest marches & VIP moves
- Future major events Super Bowl
 - Good opportunities to talk about interop







Suggestions to Others

- You or someone on-board, needs to understand how your regional Public Safety radio system works!
 - Trunked? Proprietary or P25?
 - Talkgroups? What tacs are what? Who dispatches who?
- You need to be on common system if it exists!
 - **-** \$\$\$
- PSAP managers, radio techs, hobbyists.
 - www.radioreference.com





