



Bringing Oregonians Together

CAD to CAD Interoperability



Timeline

January 2008 – July 2008

Region

Willamette Valley

Participants

Aurora Fire; Beaverton Police; Portland Bureau of Emergency Services; Clackamas County Department of Communications; Columbia County 911; Clackamas County Sheriff's Office; Clark County Emergency Management; Clark Regional Emergency Services Agency; Lake Oswego 911; North Marion County Communications; Marion County; Portland Fire Bureau; Tualatin Valley Fire and Rescue; WA County Consolidated Communications

Project Lead

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Facilitator

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Background

Tualatin Valley Fire and Rescue contracted with Oregon Consensus to convene a collaborative discussion with emergency services providers in the Portland and Vancouver area regarding regional emergency services computer assisted dispatch (CAD). At a two-day summit, 300 participants representing 15 agencies explored dispatch capabilities, and identified trends that underscore the need for increased CAD interoperability, including:

- Increasing call center volume
- National push towards regionalized emergency response
- Use of CAD information to reduce fuel consumption
- Increasing administrative reporting requirements
- Increasing public use of wireless phone service
- Growing public expectation of seamless service delivery

Issues and challenges

The group identified challenges to interoperability, including:

- Difficulty interfacing between agencies with different equipment or different training standards and policies
- Inability to manipulate information to dispatch a response
- Inconsistent wireless coverage
- Limited coordination with State Police
- Political concerns about data sharing

Results

The group agreed on preliminary goals to:

- Share data regionally between public safety answering points when applicable
- Create a real time data warehouse where regional data is dumped for easy access by multiple agencies
- Continuously update site data (e.g. create the capacity for fire inspectors to input new occupancy data)
- Create systems that allow fire and fleet vehicles to update their vehicle computers with current information.