



Boone County Joint Communications After Incident Report

CAD incident # 2020-159257 (primary law incident)	Date of Incident: 07-05-2020	Completed by: S. Williams -Operations Manager
--	---------------------------------	--

Narrative:

On 7-5-2020 at 12:21 a.m., Boone County Joint Communications (BCJC) received a report of shots were fired in the area of Grace Ln and Volunteer Dr. Subsequently, BCJC obtained reports of multiple injured victims and dispatched Fire and EMS units to assist.

I was asked by the ECC Director to review the event and this report outlines the findings.

Staff Observations:

Incident Areas of Strength - in no specific order:

- Law units were dispatched in a timely fashion.
- The need for a fire and EMS response was proactively recognized early and units were dispatched to their respective calls in a timely fashion.
- Mutual aid request notifications made in a timely fashion.
- Local hospital emergency departments notified of inbound patients in a timely fashion.

Incident Areas of Improvement/Suggestions – in no specific order:

- Radio Traffic:
 - Although officers identified patient location and injury type, it was not clearly stated if the scene was safe for fire/EMS to respond in which is typically indicated by an officer using the term, “stable.”

- The Main Law dispatcher inquired if units could respond in and the officer replied, but it was unclear if they stated, “No. Where are my medics?” or “Go, where are my medics?” Scene stability could have been more clearly indicated using the term “stable” and the dispatcher could have followed up to clarify. Clear communications using standardized terminology by all parties would have eliminated confusion.
- Radio traffic from the law dispatcher indicated that fire and EMS units were not willing to respond into the scene from where they were staging.
 - Effective communication between the Main Law dispatcher and Fire/EMS dispatcher was hampered by the volume of radio activity associated with the response.
 - A misperception based on an inference made during face-to-face communications between the law dispatcher and fire/EMS dispatcher contributed to a statement that fire and EMS personnel were not willing to respond into the scene rather than communicating that fire/EMS were waiting for confirmation that the scene was stable. A radio unit stating that the scene appeared unstable and a subsequent request asking if the patient could be extricated to the edge of the scene contributed to that belief.
- The Incident Command System was not utilized by officers on-scene which challenged communication efforts.
- Due to workload, the dispatch supervisor was required to answer 9-1-1 calls, make mutual aid requests, and make notifications to local hospital emergency departments which inhibited their ability to monitor the incident.
- Incident information was captured in the CAD incident notes and available to field personnel via Mobile Computer Terminals (MCTs) in their vehicles. Most of this information was broadcast via radio to applicable personnel but some was not based on an assumption that since the information was in the notes, field personnel would have access to it.

Action Recommended/Completed:

- Discuss event directly with applicable staff members to collect information, review initial findings, and provide feedback/coaching based on what was discovered.
- Dispatch supervisor to review incident records and follow up with shift briefing.
- Conduct briefing with the shift that worked the incident to discuss outcomes of user agency after action meeting that occurred on 7-9-2020. Provide format for general discussion of incident, and discuss openly any questions, concerns, learning points, and any other applicable items.
- Conduct follow-up briefing with all shifts regarding outcome of second user agency meeting that occurred on 7-23-2020.

- Continue to work with public safety stakeholders to review current operational procedures and needs to include training exercises/activities which integrate dispatch staff.
- Develop in-service and new hire training module which identifies the challenges associated with inferences in public safety dispatch communications.
- Continue efforts to increase dispatch personnel staffing which will help with workload management and allow the dispatch supervisor to maintain better supervisory oversight.
- Review outcomes of user agency after action meetings to include:
 - Casualty Collection Point (CCP)
 - Law enforcement may establish a casualty collection point and communicate same to BCJC. This CCP, which may be in a warm zone, will allow medics to come close to the scene to triage and treat victims/patients.
 - The CCP location should be relayed by BCJC to staging Fire/EMS units when applicable.
 - Cross discipline radio traffic may occur to mean that law units may speak on fire/EMS channels and vice versa.
 - Law units should clearly indicate scene stability. If this does not happen, BCJC should attempt to confirm.

End of Report