

TO: Pima County Wireless Integrated Network (PCWIN) Participants

Subject: PCWIN Ranking of Dispatch Attributes

DATE April 13, 2006

We are now ready to begin the Ranking of Attributes process that will assist CTA in determining, from the users perspective, what elements of a Dispatch System you believe are the most essential for your day to day operations as well as in times of emergency.

On the second Tab of this Worksheet you will find a listing of Attributes. These Attributes are characteristics of a Dispatch System that will address the problems as either observed or identified to us, We are focusing on resolving problems and needs identified during our interviews, site surveys, and operational surveys. Feel free to include comments on listed attributes or important factors you believe require additional consideration.

On the third Tab of this Worksheet you will find a detailed description of each Attribute for your review and understand. Please take a moment to review these descriptions to ensure you fully understand how each Attribute will affect your operations and mission.

We will compile the results from each responding participating agency and use the results to provide weighting factors for the ranking of the system design alternatives we will consider. We will then merge our assessment of the alternative system solutions with the weighting of the attributes, resulting in a numerical ranking of the system alternatives.

Our PCWIN project is a fast paced project and accordingly we ask that you return these Attributes Rankings as quickly as possible and not later than 19 April 2006. We thank you very much for your continued active participation in PCWIN, it is this participation that will ensure the success of PCWIN.

Before providing your responses to this ranking form, please perform a "Save As" and rename the document by adding your agency name to the end.

Sincerely,
CTA Communications, Inc.

A handwritten signature in cursive script that reads "Cheryl S. Giggetts".

**Cheryl S. Giggetts, PMP
President
CTA Project Manager**

cc: Captain Paul Wilson (Pima County Sheriff's Department)
Ken Ballard, Ph.D. (CTA)
James Dye, ENP (CTA)
David Anderson (CTA)
Harry Rote (CTA)
Nate McClure, ENP (CTA)

Organization /
 Agency Name: _____
 Contact Name: _____
 Date: _____

DISPATCH ATTRIBUTES RANKINGS

Ranking Scale:

- 0 - Attribute is NOT IMPORTANT to the user.
- 1 - Attribute is MINIMALLY IMPORTANT to the user.
- 2 - Attribute is NICE TO HAVE, could enhance operations.
- 3 - Attribute is USEFUL, will promote more efficient day to day operation.
- 4 - QUITE IMPORTANT, lack could result in degradation of mission, injury, or loss of property.
- 5 - CRITICAL, lack generally will result in injury, loss of property, or degradation of mission.

	ATTRIBUTE	RANK (0 - 5)	COMMENTS
Sufficient Capacity			
1	Dispatch Center Size		
2	Dispatch Center Staff		
3	Technology		
Environment			
4	Light		
5	Temperature and Air Control		
6	Cleanliness		
7	Furniture		
8	Technical		
9	External Facilities		
10	Internal Facilities		
Effectiveness			
11	Radio System		
12	Console		
13	Computer Aided Dispatch (CAD)		
14	Telephone		
15	Interoperability with Other Agencies		
Technology			
16	Reliability		
17	Maintenance		
18	Back-Up		

Target Dispatch System Attribute Descriptions:

The Dispatch System Attributes are characteristics that COULD be emphasized in the new system design.

Sufficient Capacity

1 Dispatch Center Size

The dispatch center shall have sufficient space to house comfortably the dispatchers, call-takers, management and supervision, technical support for the dispatch operation

2 Dispatch Center Staff

The dispatch center system shall provide enough personnel to provide services, such as dispatching, call taking, management and supervision, and technical support for the operation at high peak activity and high call volume periods.

3 Technology

The technology in the dispatch center shall provide adequate support for the operations. There shall be sufficient radios and telephones and computers. The systems aid the dispatcher and call takers in answering calls, event locations, unit selection, report and incident numbering, and associative needs.

Environment

4 Light

The dispatch center will be lighted in such a manner as to improve the operating environment. This will include individual controlled task lighting, natural light and/or windows, non-glare, and in-direct lighting.

7 Temperature and air control

The dispatch center shall have an effective heat and air conditioning system that provides for a wide range of conditions, from chilly nights to hot days. Humidity shall be controlled. There shall be sufficient movement of air and infusion of fresh air to allow the dispatch area to have a non-stuffy atmosphere.

8 Cleanliness

The center shall be designed to allow for proper cleaning and dirt/dust removal. The center shall be kept clean on a routine basis.

9 Furniture

The furniture shall be of a full featured design. This will allow raising and lowering the work positions, tilting work surfaces, management of the required cables and power cords. The design of the furniture shall assist the dispatcher and call takers with a convenient and comfortable layout.

10 Technical

The dispatch center technology shall make the dispatch and call taking easier not more difficult. Systems shall be designed for single entry and automation when possible to reduce work activities.

11 External Facilities

The Dispatch center shall have easy outside access with mass transit and traffic access. The parking lot shall be well lighted and secure. The center should be located with convenient access to restaurants, and day care facilities.

12 Internal Facilities

The dispatch center shall be designed with adequate break areas, restrooms, and quiet rooms. The restrooms shall be located near to but not in the dispatch area. There shall be un-recorded telephones for personal use.

Effectiveness

13 Radio system

The radio system shall allow access for the dispatchers to all field personnel in all areas of the jurisdiction. Communications shall be clear and easily understood.

14 Console

The Console system will adequately interface and support the radio system. The dispatcher can easily operate the console system features. All controls and information readouts shall be clear and easily understood. The system shall support headsets.

15 Computer Aided Dispatch (CAD)

The CAD system will adequately support all of the features needed for the operation. It shall handle all types of calls, provide adequate transaction speed and capacity, provide automatic functions (location validation, 10/28 and 10/29's; and hydrant locations), interface with the radio and telephone system, and provide activity tracking and reporting facilities.

16 Telephone

The telephone system shall operate seamlessly for all in-coming and out-going telephone lines. All controls and information shall be easy to read and understandable. The system will require as few button pushes as possible to operate.

17 Interoperability with Other Agencies

The systems designs shall emphasize compatibility with other jurisdictions whenever possible. This shall include such devices as the "Gateway" tri-band repeater and Arizona Emergency Radio System (AERS).

Technology

18 Reliability

The systems that support the dispatch operation shall be reliable. Failures shall be far between and the dispatcher shall have a sense of confidence that the systems will be running when needed.

19 Maintenance

In the rare occasions when a system or device fails the repairs are quickly begun and performed. Overall there shall be a high confidence level that the system will be kept running.

20 Back-Up

The dispatchers and call takers shall be provided with adequate back-up technology and plans that provide for continuing service in a catastrophe. The back-up systems shall be well understood by the dispatchers and call takers and readily employed when needed.